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ABSTRACT

This South Carolina guide was developed to provide a method for teaching the art of learning while teaching the subject matter of records management. The guide addresses the three domains of learning: psychomotor, cognitive, and affective. It is organized into 10 content units: records management--general; records organization and evaluation procedures; active records; inactive records; vital records; micrographics; forms control; correspondence control; reports control; and reprographics. For each performance objective in the units, the guide provides job-relevant tasks, performance standards and conditions, enabling objectives, resources, teaching activities, evaluation standards, criterion-referenced measures, and checklists for rating performance. Appendixes include (1) an outline of duties, tasks, and performance objectives; (2) definitions of terms; (3) an equipment and tools list; and (4) a 24-item bibliography. (KC)

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V-TECS GUIDE
FOR
RECORDS MANAGEMENT

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The Records Management Curriculum Guide was developed to encompass instruction in this fast-changing area. The committee worked diligently to update the tasks to reflect new technology and concepts. We appreciate the contributions of each member toward producing a guide for adoption in any classroom.

These instructors demonstrated exemplary skills in developing this guide.

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TABLE OF CONTENTS

ACKNOWLEDGMENTS ii

INTRODUCTION 1

USE OF A V-TECS GUIDE 3

COURSE OUTLINE

RECORDS MANAGEMENT - GENERAL 4

RECORDS ORGANIZATION AND EVALUATION PROCEDURES 24

ACTIVE RECORDS 64

INACTIVE RECORDS 134

VITAL RECORDS 156

MICROGRAPHICS 178

FORMS CONTROL 205

CORRESPONDENCE CONTROL 237

REPORTS CONTROL 273

REPROGRAPHICS 292

APPENDICES 310

A. Duties, Tasks, and Performance Objectives 311

B. Definition of Terms 316

C. Equipment and Tools 322

D. Bibliography 324

INTRODUCTION

A V-TECS Guide is an extension or a continuation of one or more V-TECS Catalogs. The V-TECS Catalog is a composition of duties, tasks, performance objectives, and performance guides which deal with the psychomotor aspect of an occupation. The catalog can be considered the blueprint of an occupation.

The catalog serves as the foundation for the V-TECS Guide. Experience has shown that the art of learning can be taught while teaching the subject matter. A V-TECS Guide provides an efficient method for this process. The Guide addresses the three domains of learning: psychomotor, cognitive, and affective. The following is a brief explanation of each.

Psychomotor

Manipulative skills, such as sharpening a pencil and making a bulletin board display, are representative of activities that are psychomotor in nature. These tasks are identified in a catalog and grouped by duties and objectives. Each performance objective has a performance standard which must be met to demonstrate student proficiency in the manipulative aspect of the task.

Cognitive

Cognition is the mental process by which knowledge is acquired. To perform psychomotor tasks, students must think. Effective thinking is necessary for successful performance of job tasks. Students gain cognition through real and vicarious experiences. This guide enables the instructor to provide decision-making opportunities for students, thus developing their cognitive skills.

Affective

The affective domain deals with attitudes, interests, and values development. Desirable behavior is the learning outcome of the affective domain. This guide presents activities created to promote an understanding of self and others in a working environment. The instructor is encouraged to use the activities to stress how attitudes, values, and goal attainment influence working relationships and productivity.

USE OF V-TECS GUIDE

A V-TECS Guide is designed to provide job-relevant tasks, performance objectives, performance guides, resources, teaching activities, evaluation standards, and criterion-referenced measures. It may be used with any teaching method the instructor chooses. Although a guide contains suggestions for specific classroom activities for each identified task, teachers are encouraged to be creative in adapting the material to meet the particular needs of their students.

RECORDS MANAGEMENT - GENERAL

DUTY RECORDS MANAGEMENT - GENERAL

PERFORMANCE OBJECTIVE 1

TASK

Sell new records-related programs to top management.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

New records-related programs must be sold to top management using cost reports, background information and other company records.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Background information
Product brochures
Equipment cost reports
Organization charts

ENABLING OBJECTIVE

Demonstrate keyboarding skills

RESOURCE

Bassett, Goodman and Fosegan. **Business Records Control**, chapter 1.

TEACHING ACTIVITIES

1. Discuss the criteria of establishing a new records-related program.
2. Identify the appropriate criteria for establishing a new records-related program.
3. Demonstrate the techniques for gathering information and data from appropriate staff members and departments.
4. List the steps in arranging a conference or agenda to discuss the input of ideas.
5. Review the correct procedure for preparing a written and oral report to management.
6. Establish the methods for contacting and inviting vendors to demonstrate their products for evaluation.
7. Itemize the criteria for evaluating equipment and software.

PERFORMANCE OBJECTIVE 1

CRITERION-REFERENCED MEASURE

Practical Application

From the list of requirements provided by the instructor, the student will explain how to sell new records-related programs to top management .

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 1

CHECKLIST

SELLING NEW RECORDS-RELATED PROGRAMS TO TOP MANAGEMENT

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Discussed the criteria for establishing a new records-related program.		
2. Identified the appropriate criteria for establishing a new records-related program.		
3. Demonstrated the techniques for gathering information and data from appropriate staff members and departments.		
4. Listed the steps used in arranging a conference and agenda to discuss the input of ideas.		
5. Reviewed the correct procedure for preparing a written and oral report to management.		
6. Established the methods for contacting and inviting vendors to demonstrate their products for evaluation.		
7. Itemized the criteria for evaluating equipment and software.		

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** ____________

DUTY RECORDS MANAGEMENT - GENERAL

PERFORMANCE OBJECTIVE 2

TASK

Prepare records management manual.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A records management manual must be prepared and published.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Agreement of supervisors as to manual content
Preliminary draft
Writing style manual

ENABLING OBJECTIVE

Demonstrate keyboarding skills

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 232-33.
2. Casady. **Word/Information Processing Concepts**, pp. 140-42.

TEACHING ACTIVITIES

1. Discuss criteria for manual production.
2. Identify scope, objectives, area of coverage of manual.
3. Have student research available materials and procedures manuals.
4. Determine writing style, prepare preliminary draft, and circulate for comments and revision.
5. Explain procedures for revision.

CRITERION-REFERENCED MEASURE

Practical Application

The student will prepare an employee's manual from a list of requirements provided by the instructor.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 2

CHECKLIST

PREPARING RECORDS MANAGEMENT MANUAL

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Utilized criteria for manual production.	______	______
2. Followed scope, objectives, area of coverage of manual.	______	______
3. Researched available materials and procedures manuals.	______	______
4. Utilized appropriate writing style.	______	______
5. Revised preliminary copy.	______	______
6. Produced final copy of employee's manual.	______	______

Student's Name ______________________________

Evaluator's Signature ____________________ Date ________________

DUTY RECORDS MANAGEMENT - GENERAL

PERFORMANCE OBJECTIVE 3

TASK

Establish standards of clerical work production for records personnel. The standards should be clear and communicated to all concerned.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Clerical work standards must be established for records personnel.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
List of tasks to be performed
Time/work units to be used

ENABLING OBJECTIVES

1. Identify quantity and quality standards of office
2. Demonstrate keyboarding skills

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 229-40.
2. Casady. **Word/Information Processing Concepts**, pp. 125-52.

TEACHING ACTIVITIES

1. Discuss procedures for identifying clerical tasks to be performed.
2. Identify how to establish procedures for measuring work count and time required to complete each task.
3. Illustrate how to record standard task time and reasonable non-productive time for employees.
4. Explain how to divide standard time and non-productive time by number of employees measured to obtain standard.
5. Discuss production measurements, work habits and job attitudes.

CRITERION-REFERENCED MEASURE

Practical Application

The student will develop standards of clerical work production for records personnel from a list of criteria provided by instructor.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 3

CHECKLIST

ESTABLISHING STANDARDS OF CLERICAL WORK PRODUCTION FOR RECORDS PERSONNEL

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Listed procedure for identifying tasks performed.		
2. Measured work count and time required to complete each task.		
3. Recorded standard task time and non-productive time for employees.		
4. Divided standard time and non-productive time by number of employees measured to obtain standard.		
5. Completed production measurement.		

Student's Name ____

Evaluator's Signature ______________________________ Date ________________

DUTY RECORDS MANAGEMENT - GENERAL

PERFORMANCE OBJECTIVE 4

TASK

Educate personnel in other departments regarding the records management program.

(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Personnel in other departments must be educated to the main points of the records management program. Specific criteria will be set by instructor.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Promotional handout on the records management program
General guidelines for orientation

ENABLING OBJECTIVES

1. Demonstrate keyboarding skills
2. Identify training goals

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 229-40.
2. Casady. **Word/Information Processing Concepts**, pp. 49 and 125-52.

TEACHING ACTIVITIES

1. Discuss the role of management in promoting the records management program.
2. Describe criteria for an effective program.
3. Identify procedures to use in records management services.
4. Describe promotional handouts on records management program and procedures for preparing promotional handouts.
5. Select the time frame and location of educational services.
6. Illustrate brief orientation session in records management for personnel from other departments.

PERFORMANCE OBJECTIVE 4

CRITERION-REFERENCED MEASURE

Practical Application

From a list of requirements provided by the instructor, the student will describe how to educate personnel in other departments regarding the records management program.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 4

CHECKLIST

EDUCATING PERSONNEL IN OTHER DEPARTMENTS REGARDING THE RECORDS MANAGEMENT PROGRAM

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Established criteria for an effective program.		
2. Identified procedures to use in records management services.		
3. Prepared promotional handouts on records management program and copies of procedures for promotional handouts.		
4. Organized brief orientation session in records management for personnel from other departments.		

Student's Name ____

Evaluator's Signature ______________________ **Date** ______________

DUTY RECORDS MANAGEMENT - GENERAL

PERFORMANCE OBJECTIVE 5

TASK

Sell new programs or systems to operating personnel.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A new program for records management must be sold to operating personnel, using charts and outlines.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Outline of new program or system
Organization chart

ENABLING OBJECTIVES

1. Demonstrate keyboarding skills
3. Identify sales goals of records management

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 229-40.
2. Casady. **Word/Information Processing Concepts**, pp. 125-52 and 169-86.

TEACHING ACTIVITIES

1. Explain the importance of becoming familiar with the operations of the department.
2. Discuss the importance of becoming acquainted with the individuals in the department and discussing current problems of operating personnel and departmental management.
3. Demonstrate how to be aligned with the users.
4. Review the identification of new program and define its components.
5. Discuss implementing the program and its benefits.
6. Describe how to prepare a benefits fact sheet.
7. Discuss the importance of evaluation in reviewing new records programs.

PERFORMANCE OBJECTIVE 5

CRITERION-REFERENCED MEASURE

Practical Application

From a list of requirements provided by the instructor, the student will explain how to sell new programs or systems to operating personnel .

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 5

CHECKLIST

SELLING NEW PROGRAMS OR SYSTEMS TO OPERATING PERSONNEL

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Exhibited the importance of becoming thoroughly familiar with the operations department.	________	________
2. Demonstrated the importance of becoming acquainted with the individuals in the department and discussing current problems with the personnel and departmental management.	________	________
3. Identified the new program and identified its components.	________	________
4. Discussed implementing the program and its benefits.	________	________
5. Prepared a benefits fact sheet.	________	________
6. Described the importance of evaluation when reviewing new records programs.	________	________

Student's Name ____

Evaluator's Signature ______________________ **Date** ____________

DUTY RECORDS MANAGEMENT - GENERAL

PERFORMANCE OBJECTIVE 6

TASK

Hire records management personnel.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Records management personnel must be hired, using job descriptions, salary rates and interview sheets.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Job descriptions
Salary rates
Interview sheets
General guidelines

ENABLING OBJECTIVES

1. Demonstrate keyboarding skills
2. Identify types of skills needed for records management

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control,** pp. 229-40.
2. Casady. **Word/Information Processing Concepts,** pp. 125-52 and 169-86.

TEACHING ACTIVITIES

1. Discuss the criteria for writing a job description.
2. Describe how to get a salary range.
3. Explain the procedure for advertising for a job.
4. Describe criteria for reviewing all applications.
5. Identify persons to be interviewed.
6. Demonstrate procedure for conducting interviews.
7. Illustrate preparing interview detail sheet.
8. Identify prospective employee.
9. Illustrate procedure to offer job to selected applicant.
10. Describe normal procedures used to hire applicant(s).
11. Discuss transmitting interview detail sheet to personnel department.

PERFORMANCE OBJECTIVE 6

CRITERION-REFERENCED MEASURE

Practical Application

From a list of requirements provided by the instructor, the student will describe how to hire records management personnel.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 6

CHECKLIST

HIRING RECORDS MANAGEMENT PERSONNEL

	ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1.	Wrote a job description for the job to be filled.		
2.	Obtained a salary range.		
3.	Prepared an advertisement for the job.		
4.	Listed criteria for interviewing applicant.		
5.	Selected persons to be interviewed for the position.		
6.	Conducted the interview(s).		
7.	Completed interview detail form(s).		
8.	Identified prospective employee.		
9.	Established procedure to offer job to selected applicant.		
10.	Demonstrated procedures to hire applicant.		
11.	Transmitted interview detail sheet to personnel department.		

Student's Name ____

Evaluator's Signature ______________________ **Date** ____________

DUTY RECORDS MANAGEMENT - GENERAL

PERFORMANCE OBJECTIVE 7

TASK

Orient new employees to the total records management program.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

New employees must be oriented to the total records management program, using manual and training aids.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS OF PERFORMANCE OF TASK

Microcomputer
Software
General guidelines/procedures
Training aids
Records manual

ENABLING OBJECTIVE

Demonstrate keyboarding skills

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 229-40.
2. Casady. **Word/Information Processing Concepts**, pp. 125-52 and 169-86.

TEACHING ACTIVITIES

1. Discuss the requirements and scope of training program.
2. Describe the procedure to prepare employee training program.
3. List training aids used.
4. Describe how to schedule training sessions.
5. Demonstrate the criteria for a training session.
6. Illustrate description and explanation of training manual.
7. Demonstrate hands-on applications and activities.
8. Explain opportunities for advancement.
9. Illustrate correct procedures for answering questions.

PERFORMANCE OBJECTIVE 7

CRITERION-REFERENCED MEASURE

Practical Application

From a list of requirements provided by the instructor, the student will explain how to orient new employees to the total records management program.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 7

CHECKLIST

ORIENTING NEW EMPLOYEES TO THE TOTAL RECORDS MANAGEMENT PROGRAM

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Established the requirements and scope of the training program.	________	________
2. Described procedures and prepared employee training manual.	________	________
3. Selected training aids.	________	________
4. Prepared schedule for training sessions.	________	________
5. Established criteria for preparing training manual.	________	________
6. Described and explained training manual.	________	________
7. Demonstrated hands-on activities.	________	________
8. Identified opportunities for advancement.	________	________
9. Answered questions.	________	________

Student's Name ________________________________

Evaluator's Signature ____________________ **Date** __________

RECORDS ORGANIZATION AND EVALUATION PROCEDURES

DUTY RECORDS ORGANIZATION AND EVALUATION PROCEDURES

PERFORMANCE OBJECTIVE 8

TASK

Organize a records retention committee.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A records retention committee must be organized to include members and policy manuals.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Organization chart
List of committee members
Records policy manuals

ENABLING OBJECTIVES

1. Demonstrate keyboarding skills
2. Identify duties of committees

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control,** pp. 11 and 229-40.
2. Casady. **Word/Information Processing Concepts,** pp. 125-42.

TEACHING ACTIVITIES

1. Describe how to establish committee objectives.
2. Discuss how to establish committee responsibilities.
3. Identify necessary functional representation on the committee.
4. Explain how committee members are selected.
5. Illustrate committee orientation as to policy, purpose, and scope of records management program.

PERFORMANCE OBJECTIVE 8

CRITERION-REFERENCED MEASURE

Practical Application

From the list of requirements provided by the instructor, the student will explain how to organize a records retention comittee.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 8

CHECKLIST

ORGANIZING A RECORDS RETENTION COMMITTEE

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Defined the established committee objectives.		
2. Established committee responsibility.		
3. Identified functional representation on the committee.		
4. Selected committee members.		
5. Illustrated committee orientation as to policy, purpose, and scope of records management program.		

Student's Name ______________________________

Evaluator's Signature ______________________ **Date** __________

DUTY RECORDS ORGANIZATION AND EVALUATION PROCEDURES

PERFORMANCE OBJECTIVE 9

TASK

Prepare physical inventory of all records accumulation.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A physical inventory of all records accumulation must be prepared and inventory sheets completed for all records in the department.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Blank records inventory sheets
Index to files
Instructions for physical inventory of records

ENABLING OBJECTIVE

1. Demonstrate keyboarding skills

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 11 and 229-40.
2. Casady. **Word/Information Processing Concepts**, pp. 125-42.

TEACHING ACTIVITIES

1. Explain how to orientate department personnel in the purpose of the project.
2. Define all areas and all records of the department.
3. Describe the function of the department, the types of records retained, and the purposes the records serve.
4. Prepare an index to the files.
5. Conduct a review of the records and complete all items on the inventory sheet except "departmental retention recommendations" and "legal requirements."
6. Establish a separate inventory sheet for each records category.
7. Show how to arrange sheets in alphabetical order by department and record title.
8. Describe how to assign numbers sequentially to inventory sheets.

PERFORMANCE OBJECTIVE 9

CRITERION-REFERENCED MEASURE

Practical Application

From the list of requirements provided by the instructor, the student will describe how to use a microcomputer for performing a physical inventory of all records accumulations.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 9

CHECKLIST

PREPARING PHYSICAL INVENTORY OF ALL RECORDS ACCUMULATION

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Explained orientation purpose of the project to department personnel.		
2. Defined all areas and all records of the department.		
3. Described the function of the department, the types of records retained, and the purposes the records serve.		
4. Prepared an index to the files.		
5. Conducted a review of the records and completed all items on the inventory sheet except "departmental retention recommendations" and "legal requirements."		
6. Established a separate inventory sheet for each records category.		
7. Showed how to arrange sheets in alphabetical order by department and record title.		
8. Assigned the number to inventory sheets sequentially.		

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** ____________

DUTY RECORDS ORGANIZATION AND EVALUATION PROCEDURES

PERFORMANCE OBJECTIVE 10

TASK

Determine federal and state legal requirements for records retention. (Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Federal and state legal requirements for records retention must be determined from appropriate guides; inventory sheets must show the appropriate reference rotations.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Inventory sheets
Appropriate federal and state records
Retention requirements

ENABLING OBJECTIVE

1. Demonstrate keyboarding skills

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 11 and 229-40.
2. Casady. **Word/Information Processing Concepts**, pp. 125-42.

TEACHING ACTIVITIES

1. Desribe how to define the business of the company.
2. Identify the federal agency(s), if any, which regulates the retention of the company's records.
3. Review the regulatory agency's requirements in the "Guide to Federal Records Retention Requirements."
4. List the retention time period and the code of federal regulations number on the records inventory sheet.
5. List the states in which the company conducts business.
6. Check regulations from the appropriate state and review for records retention requirements.
7. List the time period and the state name on the records inventory sheet, when necessary.
8. Explain how to prepare inventory sheets in alphanumeric or automated order.

PERFORMANCE OBJECTIVE 10

CRITERION-REFERENCED MEASURE

Practical Application

From the list of requirements provided by the instructor, the student will explain how to determine federal and state legal requirements for records retention.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 10

CHECKLIST

DETERMINING FEDERAL AND STATE LEGAL REQUIREMENTS FOR RECORDS RETENTION

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Defined the type of business of the company.	________	________
2. Identified the federal agency(s), if any, which regulates the retention of the company's records.	________	________
3. Reviewed the regulatory agency's requirements in the "Guide to Federal Records Retention Requirements."	________	________
4. Listed the retention time period and the code of federal regulations number on the records inventory sheet.	________	________
5. Listed the states in which the company conducts business.	________	________
6. Checked regulations from the appropriate states and reviewed for records retention requirements.	________	________
7. Listed the time period and the state name on the records inventory sheet, when necessary.	________	________
8. Prepared inventory sheets in alphanumeric or automated order.	________	________

Student's Name ____

Evaluator's Signature ______________________________ **Date** __________

DUTY RECORDS ORGANIZATION AND EVALUATION PROCEDURES

PERFORMANCE OBJECTIVE 11

TASK

Determine administrative retention period for records.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The administrative retention period for records must be determined and noted on each inventory sheet.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Partially completed inventory sheets
Department retention recommendations in written form
Organization chart

ENABLING OBJECTIVE

1. Demonstrate keyboarding skills

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 11 and 229-40.
2. Casady. **Word/Information Processing Concepts**, pp. 125-42.

TEACHING ACTIVITIES

1. Describe how to compile inventory sheets for the department.
2. Explain reviewing inventory sheets.
3. Demonstrate how to become familiar with the types of records retained by the department.
4. Explain how to get a meeting with the department manager.
5. Review the operating need and retention period for each record.
6. Assign the retention period on the records inventory sheet.
7. Demonstrate keeping the inventory sheets in alphanumeric or automated sequence.

PERFORMANCE OBJECTIVE 11

CRITERION-REFERENCED MEASURE

Practical Application

From the list of requirements provided by the instructor, the student will explain how to determine administrative retention period for records.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 11

CHECKLIST

DETERMINING ADMINISTRATIVE RETENTION PERIOD FOR RECORDS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Described how to compile inventory sheets for the department.	________	________
2. Explained how to review inventory sheets.	________	________
3. Demonstrated a familiarity with the types of records retained by the department.	________	________
4. Described meeting with the department manager.	________	________
5. Reviewed the operating need and retention period for each record.	________	________
6. Listed the retention period on the records inventory sheet.	________	________
7. Demonstrated keeping the inventory sheets in alphanumeric or automated sequence.	________	________

Student's Name ____

Evaluator's Signature ______________________ **Date** ______________

DUTY RECORDS ORGANIZATION AND EVALUATION PROCEDURES

PERFORMANCE OBJECTIVE 12

TASK

Establish records retention schedule.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A records retention schedule must be established; all records categories should be entered on the schedule and a suitable time period indicated for each. Schedule should include approval signatures and any needed remarks.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Records retention forms
Completed records inventory sheets
Names of records retention committee

ENABLING OBJECTIVES

1. Demonstrate keyboarding skills
2. Identify procedures of a records retention schedule

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 11 and 229-40.
2. Casady. **Word/Information Processing Concepts**, pp. 125-42.

TEACHING ACTIVITIES

1. Demonstrate checking the completed records inventory sheets to insure the alphanumeric or automated order.
2. Illustrate entering the company names, department names, and section on each records retention schedule page.
3. Show numbering the pages of each department's records retention schedule sequentially.
4. List the following information on the records retention schedule from the completed records inventory sheets.
    a. Item number for the record or record sheets.
    b. Title of the record or record series.

TEACHING ACTIVITIES (Continued)

   c. Number of the form.
   d. Total time the record is to be retained.
   e. Retention time in active files.
   f. Retention time in active storage.
   g. Name of the department holding the official copy of the record.
   h. Remarks, if any (vital record, historical record, the federal or state source of the retention period shown, etc.)
5. Demonstrate the following jobs.
   a. Proofreading typed schedule.
   b. Submitting the completed schedule to the records manager for approval or comments before Keyboarding.
   c. Submitting schedule, after manager's approval, to the records retention committee for approval.
   d. Filling in effective date.
   e. Furnishing copies of approved schedule to department manager.
   f. Forwarding original signed schedule to records manager.
   g. Forwarding a copy of the approved schedule to the manager of the records center.
   h. Sending records inventory sheets to inactive records.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe how to establish a records retention schedule.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 12

CHECKLIST

ESTABLISHING RECORDS RETENTION SCHEDULE

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Demonstrated checking the completed records inventory sheets to insure correct alphanumeric or automated order.		
2. Illustrated entering the company name, department name, and section on each records retention schedule sequentially.		
3. Showed numbering pages of each department's records retention schedule sequentially.		
4. Listed the following information on the records retention schedule from the completed records inventory sheets.		
a. Item number for the record or for record series.		
b. Title of the record or record series.		
c. Number of the form.		
d. Total time the record is to be retained.		
e. Retention time in active files.		
f. Retention time in inactive storage.		
g. Name of the department holding the official copy of the record.		
h. Remarks, if any (vital record, historical record, the federal or state source of the retention period shown).		

PERFORMANCE OBJECTIVE 12

CHECKLIST (Continued)

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
5. Described submitting the completed schedule to the records manager for approval or comments before keyboarding.	______	______
6. Described the following procedures.		
a. Proofreading typed schedule.	______	______
b. Submitting completed, typed schedule to the department manager for his approval and signature.	______	______
c. Submitting schedule, after manager's approval, to the records retention committee for approval.	______	______
d. Filling in effective date.	______	______
e. Furnishing copies of approved schedule to department manager.	______	______
f. Forwarding original signed schedule to records manager.	______	______
g. Forwarding a copy of the approved schedule to the manager of the records center.	______	______
h. Sending records inventory sheets to inactive records storage.	______	______

Student's Name ______________________________

Evaluator's Signature ______________________ **Date** __________

DUTY RECORDS ORGANIZATION AND EVALUATION PROCEDURES

PERFORMANCE OBJECTIVE 13

TASK

Identify archival company records for permanent storage.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Archival company records for permanent storage must be identified, using guidelines for selection of such records.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Approved records retention schedules
Guidelines for selecting archival records

ENABLING OBJECTIVES

1. Demonstrate keyboarding skills
2. Identify procedures for records storage

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 11 and 229-40.
2. Casady. **Word/Information Processing Concepts**, pp. 125-42.

TEACHING ACTIVITIES

1. Define archival company records.
2. Discuss how to review records retention schedules for selection of archival records.
3. Identify records classified as archival.
4. List total retention period on records retention schedule as "permanent."
5. Illustrate identification "archival records" in remarks column on records retention schedule.

PERFORMANCE OBJECTIVE 13

CRITERION-REFERENCED MEASURE

Practical Application

From the list of requirements provided by the instructor, the student will explain how to use a microcomputer to identify archival company records for permanent storage .

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 13

CHECKLIST

IDENTIFYING ARCHIVAL COMPANY RECORDS FOR PERMANENT STORAGE

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Defined archival company records.	______	______
2. Reviewed records retention schedules for selection of archival records.	______	______
3. Identified records classified as archival.	______	______
4. Listed total retention period on records retention schedule as "permanent."	______	______
5. Illustrated identification "archival records" in remarks column on records retention schedule.	______	______

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** __________

DUTY RECORDS ORGANIZATION AND EVALUATION PROCEDURES

PERFORMANCE OBJECTIVE 14

TASK

Maintain up-to-date records inventories.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Records inventories must be maintained to allow easy access to records that are both active or inactive.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Records retention schedule
Records center index form
Guidelines for maintenance of files
Inventory lists of records

ENABLING OBJECTIVES

1. Demonstrate keyboarding skills
2. Identify record filing procedures

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 11 and 229-40.
2. Casady. **Word/Information Processing Concepts**, pp. 125-42.

TEACHING ACTIVITIES

1. Define the concept of active records.
2. Describe the following jobs done routinely in a records office.
    a. Preparing an alphabetical listing, by record title of all records/record series, shown on the retention schedule.
    b. Adding, new records/records series, to the list as they are established.
    c. Deleting, records/records series, from the list when they are no longer retained in active files.
    d. Preparing copies of records retention schedules.
    e. Compiling and filing copies alphabetically by department name.
    f. Retaining copies of current records retention schedules only in the department files.
3. Define the concept of inactive records.

PERFORMANCE OBJECTIVE 14

TEACHING ACTIVITIES (Continued)

4. Demonstrate the following tasks.
    a. Preparing an alphabetical list, by records title of all records/records series, maintained in inactive storage.
    b. Updating the listing each time a new box is received for storage in the records center.
    c. Deleting from the listing records/records series when they are destroyed.
    d. Compiling and filing copies of the record center indexes alphabetically by department.
    e. Deleting copies of the records center index from department files when records are destroyed.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will prepare a training session on how to maintain up-to-date records inventories.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 14

CHECKLIST

MAINTAINING UP-TO-DATE RECORDS INVENTORIES

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Defined active records.	____	____
2. Demonstrated		
a. Preparing an alphabetical listing by records title of all records/records series shown on the retention schedule.	____	____
b. Adding new records/records series to the list as they are established.	____	____
c. Deleting records/records series from the list when they are no longer retained in active files.	____	____
d. Preparing copies of records retention schedules.	____	____
e. Compiling and filing copies alphabetically by department name.	____	____
f. Retaining copies of current records retention schedules only in the department files.	____	____
3. Defined inactive records.	____	____
4. Demonstrated		
a. Preparing an alphabetical list, by records title of all records/records series, maintained in inactive storage.	____	____
b. Updating the listing each time a new box is received for storage in the records center.	____	____
c. Deleting from the listing records/records series when they are destroyed.	____	____

PERFORMANCE OBJECTIVE 14

CHECKLIST (Continued)

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
d. Compiling and filing copies of the record center indexes alphabetically by department.	______	______
e. Deleting copies of the records center index from department files when records are destroyed.	______	______

Student'sName ______________________________

Evaluator's Signature ____________________ **Date** __________

DUTY RECORDS ORGANIZATION AND EVALUATION PROCEDURES

PERFORMANCE OBJECTIVE 15

TASK

Plan the establishment and installation of new records series.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The establishment and installation of a new records series must be planned to include established guidelines and procedures.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Request for a new record series
Retention schedule
Inventory list
Established guidelines/procedures

ENABLING OBJECTIVES

1. Identify needs in establishing new record series
2. Demonstrate keyboarding skills

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 11 and 229-40.
2. Casady. **Word/Information Processing Concepts**, pp. 125-42.

TEACHING ACTIVITIES

1. Discuss notification that a new record series is desired.
2. Explain verification of the need for a new series.
3. Describe guidelines preparation and procedures for installing and maintaining the record series.
4. List the new series on the appropriate records retention schedule and inventory list.
5. Illustrate insertion of procedures in the records manual.
6. Review guidelines and procedures with the individual responsible for setting up the file.
7. Conduct audit after installation is complete.
8. Describe general and specific sources of help in establishing recrod site guidelines.

PERFORMANCE OBJECTIVE 15

CRITERION-REFERENCED MEASURE

Practical Application

From the list of requirements provided by the instructor, the student will explain how to use a microcomputer in establishing and installing new records series.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 15

CHECKLIST

PLANNING THE ESTABLISHMENT AND INSTALLATION OF NEW RECORDS SERIES

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Discussed notification that a new record series is desired.	________	________
2. Explained verification of the need for the new series.	________	________
3. Described guidelines for preparing, installing and maintaining the record series.	________	________
4. Listed the new series on the appropriate records retention schedule and inventory list.	________	________
5. Illustrated insertion of procedures in the records manual.	________	________
6. Reviewed guidelines and procedures with the individual responsible for setting up the file.	________	________
7. Conducted audit after installation is complete.	________	________
8. Provided aid on request.	________	________

Student's Name ______________________________________

Evaluator's Signature _____________________________ **Date** ________

DUTY RECORDS ORGANIZATION AND EVALUATION PROCEDURES

PERFORMANCE OBJECTIVE 16

TASK

Evaluate the effectiveness of the records management program.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The effectiveness of the records management program must be evaluated to include an audit that identifies areas of compliance and non-compliance; plans for remedial action must be prepared.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Audit of records management program
Procedures for preparing any needed remedial action to problems of audit

ENABLING OBJECTIVE

Demonstrate keyboarding skills

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 11 and 229-40.
2. Casady. **Word/Infomation Processing Concepts**, pp. 125-42.

TEACHING ACTIVITES

1. Discuss periodic audit of records management activities in several pre-selected areas.
2. Explain how managers identify problems with the current system, locate areas where new or additional systems are needed, and deal with areas with outdated systems.
3. Secure the results of the audit and the responses to the interview.
4. Explain how to check and document findings.
5. Illustrate how to prepare procedures and implementation plans for necessary remedial action.
6. Describe how to set target dates for the completion of actions.
7. Review how to set up a tickler file by target date and date of next scheduled audit.

PERFORMANCE OBJECTIVE 16

CRITERION-REFERENCED MEASURE

Practical Application

From the list of requirements provided by the instructor, the student will describe how to use a microcomputer for evaluating the effectiveness of the records management program.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 16

CHECKLIST

EVALUATING THE EFFECTIVENESS OF THE RECORDS MANAGEMENT PROGRAM

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Discussed periodic audit of records management activities in several pre-selected areas.		
2. Explained how to identify any problems with thecurrent system, areas where additional systems are needed, and where outdated systems exist.		
3. Secured the results of the audit and the responses to the interviews.		
4. Checked and documented the findings.		
5. Illustrated how to prepare procedures and implementation plans for necessary remedial action.		
6. Described how to set target dates for the completion of actions.		
7. Reviewed how to set up a tickler file by target date and date of next scheduled audit.		

Student's Name ____

Evaluator's Signature ______________________________ **Date** __________

DUTY RECORDS ORGANIZATION AND EVALUATION PROCEDURES

PERFORMANCE OBJECTIVE 17

TASK

Maintain records retention schedule.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Records retention schedules must be maintained using alphabetic and chronological lists and written procedures for adding/deleting records.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Records retention schedules
Blank index cards/forms
General guidelines for records maintenance

ENABLING OBJECTIVE

Demonstrate keyboarding skills

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 11 and 229-40.
2. Casady. **Word/Information Processing Concepts**, pp. 125-42.

TEACHING ACTIVITIES

1. Discuss the specific tasks that are normally part of an annual records review.
    a. Compile all approved records retention schedules.
    b. Prepare an alphabetical listing of all approved schedules by department showing department name,section name, effective date of the records retention schedule.
    c. Prepare a chronological listing by effective date of the schedule showing approval date, department name, section name.
    d. Review the lists periodically.
    e. Determine which departmental schedules have approval dates of over one year old.
    f. Perform an audit of records in those departments showing an approval date of more than one year old.

PERFORMANCE OBJECTIVE 17

TEACHING ACTIVITIES (Continued)

   g. Prepare revised schedules if record series have been added or deleted in the departmental files since the last inventory.
   h. Obtain approvals for the new schedules.
   i. Enter appropriate data on alphabetical and chronological listings.

2. Describe the following tasks that are part of periodic updates.
   a. Prepare a procedure for adding or deleting records series to the retention schedule.
   b. Distribute the procedure to all departments.
   c. Revise retention schedules to include new records series when notice of establishment is revised.
   d. Obtain approvals for retaining new records series.
   e. Delete from the schedules records no longer retained.

CRITERION-REFERENCED MEASURE

Practical Application

From the list of requirements provided by the instructor, the student will describe how to use the microcomputer for maintaining records retention schedules.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 17

CHECKLIST

MAINTAINING RECORDS RETENTION SCHEDULE

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Discussed annual review to:		
a. Compile all approved records retention schedules.	______	______
b. Prepare an alphabetical listing of all approved schedules by department showing name, section and effective date of retention schedule.	______	______
c. Prepare a chronological listing by effective date of the schedule showing approval date, department and section names.	______	______
d. Reviewed the lists periodically.	______	______
e. Determine which departmental schedules have approval dates of over one year old.	______	______
f. Perform an audit of records in those departments showing an approval date of more than one year old.	______	______
g. Prepare revised schedules if record series have been added or deleted in the departmental files since the last inventory.	______	______
h. Obtain approvals for the new schedules.	______	______
i. Enter appropriate data on alphabetical and chronological listings.	______	______
2. Explained periodic updates to:		
a. Prepare a procedure for adding or deleting records series to the retention schedule.	______	______
b. Distribute the procedure to all departments.	______	______

PERFORMANCE OBJECTIVE 17

CHECKLIST (Continued)

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
c. Revise retention schedules to include new records series when notice of establishment is received.	__________	__________
d. Obtain approvals for retaining new records series.	__________	__________
e. Delete from the schedules records no longer retained.	__________	__________

Student's Name ______________________________________

Evaluator's Signature ____________________________ **Date** ____________

DUTY RECORDS ORGANIZATION AND EVALUATION PROCEDURES

PERFORMANCE OBJECTIVE 18

TASK

Implement new records programs or systems.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A new records program must be implemented after considering space, equipment, authorized personnel, budget, floor plan and target date for completion. Manuals must be prepared and employees trained for the new system.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Specifics of new records program
Budget
Equipment needed
Space considerations
Floor plan
Personnel needed
Guidelines for new manuals and new employees

ENABLING OBJECTIVES

1. Demonstrate keyboarding skills
2. Identify goals of new records program

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 11 and 229-40.
2. Casady. **Word/Information Processing Concepts,** pp. 125-42.

TEACHING ACTIVITIES

1. Explain how to develop a plan of action for implementing the new program.
2. Describe how to get a target date for completion of each phase of the project.
3. Describe how to evaluate and organize the assigned office space.
4. Have students prepare an order for equipment and supplies.
5. Have students prepare job descriptions for employees transferred to new program.

PERFORMANCE OBJECTIVE 18

TEACHING ACTIVITIES (Continued)

6. Prepare training manuals.
7. Conduct training sessions.
8. Prepare and distribute records manual.
9. Conduct orientation sessions for other company employees affected by the new program.
10. Perform operation of system.

CRITERION-REFERENCED MEASURE

Practical Application

From the list of requirements provided by the instructor, the student will describe how to implement new records programs or systems.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 18

CHECKLIST

IMPLEMENTING NEW RECORDS PROGRAMS OR SYSTEMS

	ACTIVITY	RATING	
		ACCEPTABLE	UNACCEPTABLE
1.	Explained how to develop a plan for implementing the new program.	________	________
2.	Described how to set a target date for completion of each phase of the project.	________	________
3.	Explained how to secure needed office space.	________	________
4.	Prepared order for equipment and supplies.	________	________
5.	Prepared job descriptions for new personnel.	________	________
6.	Identified how to hire personnel.	________	________
7.	Prepared training manuals.	________	________
8.	Conducted training sessions for records personnel.	________	________
9.	Prepared and distributed records manual.	________	________
10.	Conducted orientation sessions for other company employees affected by the new program.	________	________
11.	Performed operation of the system.	________	________

Student's Name ____

Evaluator's Signature ______________________________ **Date** __________

DUTY RECORDS ORGANIZATION AND EVALUATION PROCEDURES

PERFORMANCE OBJECTIVE 19

TASK

Plan and organize new records programs or systems.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A new records program must be planned and organized to include clear procedures and workable implementation.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Documentation on existing programs
Written identification of problems and proposed solutions
Written cost justifications
Written procedures for conducting records inventories

ENABLING OBJECTIVE

Demonstrate keyboarding skills

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 11 and 229-40.
2. Casady. **Word/Information Processing Concepts**, pp. 125-42.

TEACHING ACTIVITIES

1. Conduct review of existing program.
2. Describe needs for new or revised system.
3. Review the preparation process with students, to include the following items.
    a. Conducting records inventories.
    b. Preparation and approval of records retention schedules.
    c. Vital records identification and protection.
    d. Archives identification and protection.
    e. Records retrieval systems/central files.
    f. Selecting forms control.

PERFORMANCE OBJECTIVE 19

TEACHING ACTIVITIES (Continued)

    g. Correspondence control.
    h. Reports control.
    i. Micrographics.
    j. Inactive records storage.
    k. Destruction of records.
    l. Reprographics.
4. Identify space, personnel, and equipment needs.
5. Prepare cost analysis.
6. Secure recommendations for approval.

CRITERION-REFERENCED MEASURE

Practical Application

From the list of requirements provided by the instructor, the student will explain how to plan and organize new records programs or systems.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 19

CHECKLIST

PLANNING AND ORGANIZING NEW RECORDS PROGRAMS OR SYSTEMS

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Conducted review of existing program.		
2. Described needs for new or revised system.		
3. Reviewed procedures and implementation of plans for the following items.		
a. Conducting records inventories.		
b. Preparation and approval of records retention schedules.		
c. Vital records identification and protection.		
d. Archives identification and protection.		
e. Records retrieval systems/central files.		
f. Forms control.		
g. Correspondence control.		
h. Reports control.		
i. Micrographics.		
j. Inactive records		
k. Destruction of records.		
l. Reprographics.		
4. Identified space, personnel, and equipment needs.		
5. Prepared cost analysis.		
6. Secured recommendations for approval.		

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** __________

ACTIVE RECORDS

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 20

TASK

Code records for filing.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Records for filing must be coded using a files index or coding manual.
Code caption must be clearly marked.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Files index or coding manual
Records to be filed

ENABLING OBJECTIVES

1. Read and follow directions
2. Know record codes and coding procedures

RESOURCES

1. Stewart et al. **Filing Systems and Records Management**, pp. 62, 87, 101, 109-12.
2. Luke and Steigler. **Office Systems and Procedures**, pp. 335-36, 348, 350, 353.

TEACHING ACTIVITIES

1. Discuss the procedures for coding for the different filing systems.
2. Explain the importance of reading and understanding the company coding manual.
3. Provide students with records to be coded.
4. Demonstrate the proper procedure for coding a document.
5. Have students examine the records provided and determine the file caption.
6. Draw a line under the file caption on each record with a colored pencil (or underline if automated).

PERFORMANCE OBJECTIVE 20

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe how to code records.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 20

CHECKLIST

CODING RECORDS FOR FILING

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Read documents provided and determined the file caption.	____________	____________
2. Underlined the caption using a colored pencil.	____________	____________

Student's Name ____

Evaluator's Signature ______________________________ Date ______________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 21

TASK

Cross reference records
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Records must be cross-referenced to show record caption, description, date and caption.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Cross-reference sheets
Filing policies and procedures
General guidelines

ENABLING OBJECTIVES

1. Follow directions
2. Make logical decisions
3. Identify filing procedures

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 44-46.
2. Stewart et al. **Filing Systems and Records Management**, chapter 2.

TEACHING ACTIVITIES

1. Discuss the need to cross-reference and the various methods that can be used to cross-reference a record.
2. Provide the students with records to examine and determine whether it would be beneficial to cross reference.
3. Have students select the type of cross reference needed on the records and mark it.
4. Show examples of completed cross-reference sheets illustrating cross-reference by name, cross-reference by subject and cross-reference by geographic system.

PERFORMANCE OBJECTIVE 21

TEACHING ACTIVITIES (Continued)

5. Prepare cross-reference sheets for the records provided.
6. Explain the importance of filing the original document under the main file caption and the cross-reference sheets under the proper files caption.
7. Demonstrate how to file records using the captions.
8. Discuss an operating files index and explain the importance relative to cross-referencing.
9. Demonstrate the procedure for posting or updating the above index for cross-referenced material.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will explain how to cross-reference records and complete cross-reference sheets and filing procedures.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 21

CHECKLIST

CROSS REFERENCING RECORDS

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Determined if record needed to be cross-referenced.	______	______
2. Marked each record that needed to be cross-referenced.	______	______
3. Completed needed information on cross-reference sheets (caption, description, data)	______	______
4. Filed original documents.	______	______
5. Filed cross-reference sheets.	______	______
6. Updated files index.	______	______

Student's Name ________________________________

Evaluator's Signature ____________________ **Date** __________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 22

TASK

Sort records for filing.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Records must be sorted for filing by using a sorting device.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Sorting device
Records to be sorted

ENABLING OBJECTIVES

1. Read and follow directions
2. Make logical decisions

RESOURCE

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 229-40

TEACHING ACTIVITIES

1. Define the term sort.
2. Discuss the procedure for sorting.
3. Describe the different sorting devices.
4. Review the procedure for releasing records for filing.
5. Provide the students with a set of records and have the students determine if the records have been released.
6. Have the students locate the file caption for the records provided.
7. Demonstrate to the students how records are sorted according to primary classification.
8. Demonstrate to the students how records in each section are sorted according to secondary classification.
9. Demonstrate to students how to arrange records in each section of the sorter into the final files classification.

PERFORMANCE OBJECTIVE 22

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion and a sorting device, the student will sort records for filing.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 22

CHECKLIST

SORTING RECORDS FOR FILING

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Checked correspondence for release marks.	____________	____________
2. Located files caption.	____________	____________
3. Sorted records into sections of sorter.	____________	____________
4. Arranged records in each section of sorter.	____________	____________
5. Arranged records in each section according to final files classification.	____________	____________

Student's Name ____

Evaluator's Signature ______________________________ **Date** ________________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 23

TASK

File records.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Records must be filed by placing each in its assigned folder with heading to left and most recent date in front.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Records for filing/sorting
Index of records system
File folders

ENABLING OBJECTIVES

1. Read and follow directions
2. Make logical decisions
3. Identify filing procedures

RESOURCE

1. Bassett, Goodman and Fosegan. **Business Records Control,** pp. 109-12.

TEACHING ACTIVITIES

1. Conduct class discussion on the importance of making sure records have been released before filing.
2. Explain the rules for indexing and coding records.
3. Show the students examples of records that have been released and also indexed and coded.
4. Discuss cross-referencing and when it might be necessary.
5. Explain the procedure for preparing cross-reference materials.
6. Provide the student with a set of records that have been released and coded. Have students process the necessary cross-reference records.
7. Explain the procedure for sorting records.
8. Have students sort the records that have been provided.
9. Demonstrate the way to place the record in the file folder.

PERFORMANCE OBJECTIVE 23

CRITERION-REFERENCED MEASURE

Practical Application

After checking, indexing, coding, and sorting assigned records, the student will file them.

Method of Evaluation

Observation by the instructor using checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 23

CHECKLIST

FILING RECORDS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Checked records for release marks.		
2. Indexed and coded records.		
3. Prepared cross-reference note.		
4. Sorted records.		
5. Filed records in folder.		

Student's Name ____________________

Evaluator's Signature ____________________ **Date** __________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 24

TASK

Retrieve records from files in an office.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Records must be retrieved from files using an index and user authorization list. The authorized user must receive the requested records.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Request for active records
Charge-out procedures
Index
User authorization list

ENABLING OBJECTIVE

Read and follow directions

RESOURCE

Bassett, Goodman and Fosegan. **Business Records Control,** pp. 124-125.

TEACHING ACTIVITIES

1. Discuss the necessity of a user requisition for active records.
2. Show examples of different types of requisition forms.
3. Explain information that is included on the user request form.
4. Demonstrate how to locate and remove requested records that are in the files.
5. Discuss the commonly used methods for checking out files.
6. Show examples of the different items used to account for the absence of a file.
7. Have students visit an office and view their files and procedures for retrieving records.
8. Explain the importance of getting the information to the user.

PERFORMANCE OBJECTIVE 24

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion and assigned files, the students will retrieve records from the files.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 24

CHECKLIST

RETRIEVING RECORDS FROM FILES IN AN OFFICE

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Examined request forms.	________	________
2. Determined files captions.	________	________
3. Verified authorization to access.	________	________
4. Located records in files.	________	________
5. Removed files.	________	________
6. Completed charge-out procedures.	________	________
7. Forwarded files to requesting source.	________	________

Student's Name ____

Evaluator's Signature ________________________ Date ______________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 25

TASK

Prepare out guides for records taken temporarily from files.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Out guides must be prepared for records taken temporarily from the files. On each should be written the files caption, date of removal and name of person with file.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Outguides forms
Request for records
Authorization list/report

ENABLING OBJECTIVE

Identify uses of out guides for records

RESOURCE

Bassett, Goodman and Fosegan. **Business Records Control**. pp. 124-25.

TEACHING ACTIVITIES

1. Review the purpose and types of user request forms.
2. Demonstrate the removal of records from the files.
3. Provide students with request forms and have them remove certain records from the files.
4. Discuss the two main styles of out guides and the information needed on the guide.
5. Show students examples of the two styles.
6. Have students complete an out guide for a requested record.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe how to prepare out guides for records taken temporarily from files.

PERFORMANCE OBJECTIVE 25

CRITERION-REFERENCED MEASURE (Continued)

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 25

CHECKLIST

PREPARING OUTGUIDES

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Examined request forms.		
2. Removed records from files.		
3. Completed the outguides for each file which included date of request, files captions, and name or initials of requester.		

Student's Name ____

Evaluator's Signature ____________________________ Date ____________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 26

TASK

Charge out records upon request.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Records must be charged out upon request using files, index, records format and authorization list.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Authorization list
Request for records
File index
Records to be charged out

ENABLING OBJECTIVE

Read and follow directions

RESOURCE

Bassett, Goodman and Fosegan. **Business Records Control**, p. 70.

TEACHING ACTIVITIES

1. Discuss the different methods used to show which file records have been charged out.
2. Show examples of the different forms used to charge out records.
3. Have students prepare outguides for request forms that have been provided.
4. Demonstrate how to replace the files with a completed outguide.
5. Define tickler file.
6. Discuss a tickler file as it relates to follow up.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will charge out records upon request.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 26

CHECKLIST

CHARGING OUT RECORDS UPON REQUEST

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Examined request forms. (checked authorization).	________	________
2. Completed outguides with necessary information.	________	________
3. Removed records and replaced with out guides.	________	________
4. Placed copy of request in tickler file.	________	________

Student's Name ______________________________

Evaluator's Signature ______________________ Date ________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 27

TASK

Follow up overdue records.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Overdue records must be checked; overdue records should be returned to files or the corresponding outguide updated. A tickler file may or may not be used.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Tickler file
Record outguides
Records to be returned

ENABLING OBJECTIVES

1. Read and follow directions
2. Make logical decisions

RESOURCE

Bassett, Goodman and Fosegan. **Business Records Control**, pp. 224-26.

TEACHING ACTIVITIES

A. With tickler file
   1. Discuss tickler files and their purpose as related to following up records that have been removed from the files.
   2. Have students examine a tickler file and demonstrate the removal of forms for overdue records.
   3. Explain the importance of contacting those persons who have failed to return borrowed records.
   4. Discuss the option of refiling or updating the outguide for the overdue record. Explain that some action must be taken.
   5. Have students update outguides for borrowed records that are still being used by the borrower.

B. Without tickler file
   1. Review the meaning of outguides.
   2. Have students examine actual files and determine if records are overdue.
   3. Explain the importance of removing overdue outguides and contacting those persons responsible.

PERFORMANCE OBJECTIVE 27

TEACHING ACTIVITIES (Continued)

4. Discuss the procedure for refiling or updating the out guide -- whichever might be necessary.
5. Have students update outguides for borrowed records that are still being used by the borrower.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe how to follow up overdue records and take needed action.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 27

CHECKLIST A

FOLLOWING UP OVERDUE RECORDS
(With tickler file)

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Removed overdue forms from tickler file.		
2. Followed up each overdue record.		
3. Updated outguide if necessary.		
4. Refiled records or outguides.		

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** __________

CHECKLIST B

FOLLOWING UP OVERDUE RECORDS
(Without tickler file)

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Examined outguides in files.		
2. Removed overdue outguides.		
3. Followed up each overdue record.		
4. Updated outguides if necessary.		
5. Refiled records or outguides.		

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** __________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 28

TASK

Use card file system to aid in finding records.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A card file system must be referenced and the records retrieved from files.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Card file system
Outguides
Records to be retrieved

ENABLING OBJECTIVES

1. Use card file system
2. Make logical decisions

RESOURCE

Bassett, Goodman and Fosegan. **Business Records Control**, pp. 160-70.

TEACHING ACTIVITIES

1. Explain the different types of card files and the purpose of each.
2. Demonstrate the use of a reference card file.
3. Have students examine copies of documents to locate the file captions.
4. Have students practice with a card file to search for needed information.
5. Review the need for and preparation of outguides.
6. Demonstrate the retrieval of a file needed and replacement with an outguide.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will use a card file system to aid in finding records.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 28

CHECKLIST

USING CARD FILE SYSTEM TO AID IN FINDING RECORDS

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Located needed card(s) in the card file.		
2. Determined the name and/or number under which the requested record is filed.		
3. Prepared an outguide.		
4. Retrieved the requested record.		

Student's Name ______________________________

Evaluator's Signature ______________________ Date ____________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 29

TASK

Complete records transfer list according to company manual.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A records transfer list must be completed according to the company manual. Inactive records must be purged, transfer lists prepared and purged records forwarded to storage center.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Records to be purged
Instructions for transferring records
Transfer list forms for records

ENABLING OBJECTIVES

1. Identify needs and uses of records transfer lists
2. Make logical decisions

RESOURCE

Bassett, Goodman and Fosegan. **Business Records Control**, pp. 89-90.

TEACHING ACTIVITIES

1. Discuss the need for removing records from inactive files and the importance of a retention schedule being prepared by the company.
2. Demonstrate to students the process of selecting records that need to be transferred based on the retention schedule that has been established.
3. Discuss the way to pack the inactive records in the classification sequence.
4. Demonstrate how to complete the necessary information on a records transfer list.
5. Have students practice filling out a records storage list.
6. Discuss importance of retaining the originating office receipt copy of the transfer list.
7. Discuss procedure for forwarding records to inactive storage area.

PERFORMANCE OBJECTIVE 29

CRITERION-REFERENCED MEASURE

Practical Application

The student will explain how to complete a records transfer list and forward purged records to inactive storage center.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 29

CHECKLIST

COMPLETING RECORDS TRANSFER LIST ACCORDING TO COMPANY MANUAL

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Selected records to be transferred to inactive storage.	________	________
2. Packed records into storage boxes according to files classification sequence.	________	________
3. Completed records transfer with following items.		
a. Department and location from which records are being transferred.	________	________
b. Date of transfer.	________	________
c. Total storage boxes being transferred.	________	________
d. Retention of records being transferred.	________	________
e. Title of records being transferred	________	________
f. Classification system utilized and classification range of contents in each box.	________	________
g. Range of dates of records.	________	________
h. Temporary sequential box number assigned to each storage box.	________	________

PERFORMANCE OBJECTIVE 29

CHECKLIST (Continued)

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
4. Retained office receipt copy of transfer list for verification.	________	________
5. Forwarded records to inactive storage area.	________	________

Student's Name ____

Evaluator's Signature ______________________________ Date ________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 30

TASK

Train new employees in files operations.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

New employees must be trained in files operations; training must cover policies and procedures.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Training aids -- if needed
Written files policies/procedures
Records as examples
Training manual

ENABLING OBJECTIVES

1. Read and follow directions
2. Make logical decisions

RESOURCE

Bassett, Goodman and Fosegan. **Business Records Control**, pp. 90-92.

TEACHING ACTIVITIES

1. Establish for the students what the current files operation set up is -- discussion should be included.
2. Assign students to develop a filing training program. This should be done in a work session with student/teacher discussion. The following topics should be included.
    a. Selection of the audience.
    b. Determine type of training required.
    c. Decide where sessions will be conducted.
    d. Determine time allotted to training.
    e. Select topics to be covered.
    f. Develop and/or assemble materials needed for training.

PERFORMANCE OBJECTIVE 30

TEACHING ACTIVITIES (Continued)

3. Have students demonstrate any audio visuals that might be used in a training session.
4. During a class period have students role-play a filing operations training session for new employees.
5. Have a follow-up session on the pros and cons of the above role play.

CRITERION-REFERENCED MEASURE

Practical Application

The student will describe the procedures for training new employees in file operations.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 30

CHECKLIST

TRAINING NEW EMPLOYEES IN FILES OPERATIONS

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Identified audience.	____________	____________
2. Included type of training required.	____________	____________
3. Identified location of sessions.	____________	____________
4. Identified time needed for training.	____________	____________
5. Decided on topics to be covered.	____________	____________
6. Identified training materials and audiovisuals.	____________	____________
7. Included procedures for conducting a training session.	____________	____________

Student's Name ____

Evaluator's Signature ______________________ **Date** __________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 31

TASK

Develop a user index of active files.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A user index of active files must be developed using records management books, sample indexes and manufacturer's catalogs/literature.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Manufacturer's catalogs and literature
Records management books
Sample indexes

ENABLING OBJECTIVES

1. Read and follow directions
2. Make logical decisions
3. Identify need for index of records

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control,** pp. 124-25.
2. Stewart, Scharle and Kahan. **Progressive Filing**., chapter 5.

TEACHING ACTIVITIES

1. Discuss current files operations.
2. Invite a guest speaker from a records center to explain the purpose and procedure for implementing a user index of active files.
3. Have students research alternatives available for developing a user index. They may use current literature in business journals, library, interviews with those that work in the area of records management and talk with manufacturers. The following topics should be included.
    a. Manual vs. automated index creation and maintenance.
    b. Cards vs. visible strip indexing or arranged listings.
    c. Key word indexing systems.
    d. Methods of updating the index.
    e. Distribution of index to files users vs. central reference location.
    f. Cross-reference requirements, policies, and procedures.
    g. Equipment and supplies required to house and maintain the index.
    h. Applicable costs.

PERFORMANCE OBJECTIVE 31

TEACHING ACTIVITIES (Continued)

4. Have students work in groups of three or four to summarize their findings including the advantages and disadvantages of the alternatives available for developing user indexes.
5. Have students select a spokesman from their group to report findings and present their preferred method of indexing.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will explain how to develop a user index of active files.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 31

CHECKLIST

DEVELOPING A USER INDEX OF ACTIVE FILES

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Analyzed current files operation including file users' information retrieval requirements.		
2. Analyzed alternatives available for developing a user index, including the following topics.		
a. Manual vs. automated index creation and maintenance.		
b. Cards vs. visible strip indexing or arranged listings.		
c. Key word indexing systems.		
d. Methods of updating the index.		
e. Distribution of index to files users vs. central reference location.		
f. Cross-reference requirements, policies, and procedures.		
g. Equipment and supplies required to house and maintain the index.		
h. Applicable costs.		
3. Reviewed advantages and disadvantages of the alternatives available.		
4. Selected and prepared an index.		

Student's Name ____________________

Evaluator's Signature ____________________ **Date** __________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 32

TASK

Audit file operations.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Files operations must be audited by using a systems checklist. Checklist should be supplied by instructor.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Systems checklist
Files to be audited

ENABLING OBJECTIVES

1. Read and follow directions
2. Make logical decisions

RESOURCE

Bassett, Goodman and Fosegan. **Business Records Control**, pp. 91-92.

TEACHING ACTIVITIES

1. Discuss how to audit current file operations.
2. Explain how to prepare a systems checklist.
3. Invite a guest speaker from a records center to discuss current systems problems.
4. Have a class discussion on the information presented by the speaker.
5. Provide the students with a written audit report for examination.
6. Have students practice preparing an audit report. Submit report to instructor.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will desribe how to audit files operations according to a system checklist supplied by the instructor.

PERFORMANCE OBJECTIVE 32

CRITERION-REFERENCED MEASURE (Continued)

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 32

CHECKLIST

AUDITING FILES OPERATIONS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Analyzed the following aspects of current files operations: types and volumes of records; classification system utilized; current filing policies and procedures.	__________	__________
2. Completed a systems checklist.	__________	__________
3. Identified current systems problems.	__________	__________
4. Prepared a written audit report.	__________	__________
5. Submitted report to instructor for approval.	__________	__________

Student's Name ____

Evaluator's Signature ____________________________ **Date** ____________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 33

TASK

Formulate and establish filing procedures.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Filing procedures must be formulated and established; procedures must be written and documented.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Sample procedures manual
Flow charting template
Procedure writing guide

ENABLING OBJECTIVES

1. Read and follow directions
2. Make logical decisions

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 91-92.
2. Stewart et al. **Filing Systems and Records Management**, chapter 1.

TEACHING ACTIVITIES

1. Assign students to review current literature concerning records management.
2. Have students work in pairs and assign each pair to a different business or company that is involved in records management.
3. Discuss several hypothetical businesses and illustrate the procedure for identifying work processes, how to select titles for each work process and how to identify beginning and ending points of each work process.
4. After demonstrating, have students design a flow chart for a work process.
5. Discuss how the filing procedures that are to be established will be presented.
6. Have students practice listing instructions for work processes.
7. Have students present their work to the class for discussion.
8. Show the class a preliminary draft of a procedures document.
9. Review and discuss how to select the most desirable filing procedures.

PERFORMANCE OBJECTIVE 33

CRITERION-REFERENCED MEASURE

Practical Application

The student will formulate and establish filing procedures in to a written and documented form.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 33

CHECKLIST

FORMULATING AND ESTABLISHING FILING PROCEDURES

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Analyzed files operations.		
2. Identified work processes.		
3. Selected titles for each work process.		
4. Identified beginning and ending points of each work process.		
5. Designed flowcharts for each work process.		
6. Listed instructions for each work process.		
7. Developed preliminary draft.		
8. Prepared and submitted final procedures document.		

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** __________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 34

TASK.

Determine the "best" filing system.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The most efficient, productive and cost effective filing system must be determined for a given situation.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Manufacturer's catalogs/literature
Filing books and manuals
Policies and procedures
Records retention schedules

ENABLING OBJECTIVES

1. Identify several office filing procedures and their advantages
2. Make logical decisions

RESOURCE

Bassett, Goodman and Fosegan. **Business Records Control**, p. 6.

TEACHING ACTIVITIES

1. Have students review and research current literature on filing systems.
2. Conduct class discussions, having students share their findings.
3. Have students visit local office supply business to determine what is available in the area of filing.
4. Invite a guest speaker to explain to class members regulations and legislation regarding the use and storage of records.
5. Given three hypothetical situations, have students analyze current files operation, records contents, user's information, security requirements and retention schedules.
6. Discuss filing policies and procedures.
7. Arrange for a field trip to a local business that has an established records management system. Discuss findings from the trip.

PERFORMANCE OBJECTIVE 34

TEACHING ACTIVITIES (Continued)

8. Using the hypothetical situations given in No. 5, have students determine the most efficient and cost effective system for each situation.
9. Provide a prepared proposal to management for a recommended system for students to examine. Discuss proposal.

CRITERION-REFERENCED MEASURE

Practical Application

The student will explain the procedures used to determine the "best" filing system for a given office.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 34

CHECKLIST

DETERMINING THE "BEST" FILING SYSTEM

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Listed available filing systems.		
2. Listed available filing equipment and supplies.		
3. Described regulations and legislation concerning use and storage of records.		
4. Analyzed current files operations.		
5. Analyzed records contents.		
6. Analyzed user's information and security requirements.		
7. Analyzed records retention schedules.		
8. Analyzed most efficient and effective system for situation.		
9. Prepared a proposal to management.		

Student's Name ______________________________

Evaluator's Signature ______________________ **Date** __________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 35

TASK

Determine security requirements for the handling and storage of classified records.

(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The security requirements for handling and storage of classified records must be determined using equipment catalogs and policies/procedures for filing.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Filing policies/procedures
Equipment catalogs
General guidelines for security of company

ENABLING OBJECTIVES

1. Read and follow directions
2. Make logical decisions

RESOURCE

Bassett, Goodman and Fosegan. **Business Records Control**, chapter 15.

TEACHING ACTIVITIES

1. Define classified records.
2. Discuss the importance of security requirements for classified records.
3. Review a list of records with students and discuss which might be classified.
4. Take a field trip to a local business to examine equipment for storing classified records.
5. Discuss individual situations and determine the method of storage and protection required.
6. Explain a user authorization list and why it is necessary.
7. Develop a draft of policies/procedures for all types of classified records.

PERFORMANCE OBJECTIVE 35

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe the security requirements for the handling and storage of classified records.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable

PERFORMANCE OBJECTIVE 35

CHECKLIST

DETERMINING SECURITY REQUIREMENTS FOR THE HANDLING AND STORAGE OF CLASSIFIED RECORDS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Identified classified records.	____________	____________
2. Analyzed available types of equipment for storing classified records.	____________	____________
3. Determined method of storage and protection required.	____________	____________
4. Developed user authorization list.	____________	____________
5. Developed policies/procedures for all types of classified records.	____________	____________

Student's Name ____

Evaluator's Signature ____________________________ **Date** ____________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 36

TASK

Establish filing methods for active records.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Filing methods must be established for active records that provide for flexibility, expansion and proper distribution of records.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Filing publications
Sample procedure manual
Filing policies/procedures

ENABLING OBJECTIVES

1. Read and follow directions
2. Make logical decisions

RESOURCES

1. Stewart et al. **Filing Systems and Records Management**, chapter 1.
2. Stewart, Scharle and Kahn. **Progressive Filing**, chapter 1.

TEACHING ACTIVITIES

1. List and describe the various filing classification methods.
2. Students will be given a work period during which time they will examine various procedure manuals for filing and articles from filing publications. They will be called on to briefly report their findings.
3. After class discussion and research, students will be divided into groups of three. Each group will then "brain storm" in order to come up with a list of important features of a record system.
4. Each group will report their ideas to the entire class.
5. Students will then work in their small groups to examine what they considered important features as they relate to various filing methods (alphabetic, numeric, geographic and subject).
6. Each group will report their findings to the class.
7. Students will be given two case studies of two businesses. After examining the individual businesses, students will formulate a proposal to management recommending a filing method, to discuss in class.

PERFORMANCE OBJECTIVE 36

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will explain how to establish filing methods for active records.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 36

CHECKLIST

ESTABLISHING FILING METHODS FOR ACTIVE RECORDS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Researched and analyzed various files classification methods.	______	______
2. Listed desired features of a record system.	______	______
3. Compared desired features with filing methods.	______	______
4. Recommended proposed filing method.	______	______

Student's Name ______________________________

Evaluator' Signature ______________________ **Date** __________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 37

TASK

Reorganize files for which you are responsible.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Files must be reorganized to correspond to a new filing system, using filing policies/procedures and records retention schedule.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Filing supplies and equipment
Filing policies/procedures (general guidelines for old and new filing systems)
Filing books
Records

ENABLING OBJECTIVES

1. Sort and regroup office files
2. Make logical decisions
3. Identify several types of filing systems

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 228-34.
2. Stewart et al. **Filing Systems and Records Management,** chapter 1.

TEACHING ACTIVITIES

1. Assign students to research and review the desirable features of a records system.
2. Students will be given filing operation information on three hypothetical businesses. This information will be analyzed by the student in order to determine if there is a need to reorganize the files.
3. Students will be divided into small groups. The grouping will be based on the business each student is most interested. Each group will identify current problems of the business they are working with. The instructor will act as files personnel for each business and will be available for questioning.
4. Each group will look at the alternatives for improving the filing operations for their business as well as the advantages and disadvantages of the alternatives considered. A spokesman from each group will present findings to the class.

TEACHING ACTIVITIES (Continued)

5. Each group will prepare a list of improvements needed in the filing system in their business.
6. The above list will be submitted to the instructor for approval.
7. The instructor will lead a class discussion on available filing equipment and supplies.
8. Students will take a field trip to a local office supply house and examine the different pieces of equipment and the different supplies that are on the market.
9. In their original groups, students will decide on the necessary equipment and supplies for their particular business.
10. Each group will outline their plan for reorganizing the files of the business they are working with. The group spokesman will present this to the class.
11. The instructor will lead a discussion on system controls and how this becomes a part of procedures policy for the business.
12. Each group will decide on the system controls for their business. This will be presented briefly to the class.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe how to reorganize files to comply with a new filing system.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 37

CHECKLIST

REORGANIZING FILES FOR WHICH YOU ARE RESPONSIBLE

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Observed and analyzed current files operation.		
2. Identified current systems problems.		
3. Considered alternative solutions to improve filing operations.		
4. Identified the advantages and disadvantages of the considered solutions.		
5. Determined improvements needed in the system.		
6. Received management approval to reorganize.		
7. Selected necessary filing equipment and supplies.		
8. Planned, developed, tested and documented the files reorganization.		
9. Created necessary files control system.		

Student's Name ______________________________

Evaluator's Signature ______________________ **Date** __________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 38

TASK

Write filing procedures manual.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A filing procedures manual must be written to include proper filing procedures and all needed rules and regulations.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Agreement from management to objectives and scope of manual
Writing style format/manual
Filing systems specifics
Supplies and equipment needed to write manual

ENABLING OBJECTIVES

1. Read and follow directions
2. Make logical decisions
3. Identify office filing procedures

RESOURCE

Bassett, Goodman and Fosegan. **Business Records Control**, pp. 223-24.

TEACHING ACTIVITIES

1. Describe the importance of a filing procedures manual.
2. Have students write a brief report on the scope of a manual and the objectives. Students should include the writing style that would be used in preparing a manual.
3. Students will review the different types of filing systems.
4. Students will establish a time sequence for filing procedures.
5. Students will examine several filing procedures manuals provided by the instructor.
6. Students will prepare a draft of a procedures manual.
7. Students will circulate their drafts for comments by other students.
8. Students will prepare in type written form or on the word processor a final copy of their manual.

PERFORMANCE OBJECTIVE 38

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe how to write a filing procedures manual.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 38

CHECKLIST

WRITING FILING PROCEDURES MANUAL

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Determined rationale for writing manual.		
2. Secured management agreement as to manual's scope and objectives.		
3. Selected narrative or script writing style.		
4. Identified and described filing systems.		
5. Organized filing procedures into logical time sequence.		
6. Developed preliminary draft.		
7. Prepared final copy.		
8. Published and distributed manual.		

Student's Name ______________________________

Evaluator's Signature ____________________ Date __________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 39

TASK

Determine standards for storage equipment and supplies.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Standards for storage equipment and supplies must be determined from filing policies and procedures.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Records management books
Specifics of present filing system (Number of files, activity, security requirements)
Company records, policies, and procedures

ENABLING OBJECTIVES

1. Read and follow directions
2. Make logical decisions
3. Identify office filing procedures

RESOURCE

Bassett, Goodman and Fosegan. **Business Records Control**, pp. 89-91.

TEACHING ACTIVITIES

1. Have students secure catalogs from local office supply houses and examine what is available in the area of records management.
2. Discuss what was found in the catalogs and have the instructor point out what is considered standard items.
3. Explain to students the importance of knowing the records that are to be stored by taking into consideration size, volume, activity, classification system and security of records.
4. Arrange for a field trip to one or possibly two businesses with records centers.

PERFORMANCE OBJECTIVE 39

TEACHING ACTIVITIES (Continued)

5. Discuss above trip(s) and include the following in the discussion.
    a. Size
    b. Compatibility with the organization's standard record sizes
    c. Filing inches yielded
    d. Aisle space required
    e. Cost and percentage of discount on volume purchases
    f. Mobility of equipment
    g. Appearance.
    h. Amount of floor space consumed
    i. Weight of loaded equipment on floor
    j. Compatibility with filing policies/procedures
    k. Degree of protection of records
    l. Productivity measurement
    m. Uniformity with existing equipment.
6. Have students prepare a list of standards for filing equipment and supplies, to be discussed in class. Cost and alternatives available should be included.

CRITERION-REFERENCED MEASURE

Practical Application

The student will describe how to establish standards for storage equipment and supplies.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 39

CHECKLIST

DETERMINING STANDARDS FOR STORAGE EQUIPMENT AND SUPPLIES

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Identified standard equipment and supplies.		
2. Analyzed records to be stored by:		
a. Size of records.		
b. Volume of records.		
c. Activity of the records.		
d. Classification system utilized.		
e. Security requirements.		
3. Listed types of filing equipment and supplies:		
a. Size		
b. Compatibility with the organization's standard record sizes		
c. Filing inches yielded		
d. Aisle space required		
e. Cost and percentage of discount on volume purchases		
f. Mobility of equipment		
g. Appearance		
h. Amount of floor space consumed		
i. Weight of loaded equipment on floor		
j. Compatibility with filing policies/ procedures		
k. Degree of protection of records		
l. Productivity measurement		
m. Uniformity with existing equipment.		
4. Included costs and alternative systems available.		

PERFORMANCE OBJECTIVE 39

CHECKLIST (Continued)

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
5. Made recommendations to management.	________	________

Student's Name ______________________________

Evaluator's Signature ______________________ **Date** __________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 40

TASK

Review the need for new filing equipment.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The need for new filing equipment must be reviewed using guidelines stated in company files manuals and new equipment requests.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Records retention schedule
Company filing manual
Requests for new filing equipment

ENABLING OBJECTIVES

1. Read and follow directions
2. Make logical decisions

RESOURCE

Bassett, Goodman and Fosegan. **Business Records Control**, pp. 6-7, 53-54.

TEACHING ACTIVITIES

1. Explain the procedure for requesting new filing equipment.
2. Using a hypothetical business, Describe how to determine whether present equipment is in good condition, if filing equipment is utilized to store items other than records, if records are being destroyed or transferred to inactive storage in accordance with the department's retention schedules, and if working space in each section of the files is sufficient.
3. Based on the information about the business that has been provided, have students examine the volume of records and explain their findings.
4. Based on the same business, have students examine the file operations and explain their findings.
5. Prepare a brief report, based on the information given for the business, approving or denying the equipment request.

PERFORMANCE OBJECTIVE 40

CRITERION-REFERENCED MEASURE

Practical Application

Using data on present filing system and requests for new filing equipment, the student will describe how to review the need for the new filing equipment.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 40

CHECKLIST

REVIEWING THE NEED FOR NEW FILING EQUIPMENT

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Received request for new equipment.	______	______
2. Received the following items from requesting department.		
a. Condition of present equipment.	______	______
b. What items other than records are stored in filing cabinets?	______	______
c. Which records are being destroyed or transferred to inactive storage in accordance with the department's retention schedules?	______	______
d. Is work space sufficient?	______	______
3. Analyzed volume of records.	______	______
4. Analyzed file operations.	______	______
5. Prepared report recommending approval or disapproval of equipment request.	______	______

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** __________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 41

TASK

Recommend equipment and supplies for filing.
(Perform task as appropriate for manual or automated records management.)

STANDARD FOR PERFORMANCE OF TASK

Recommendations must be made concerning filing equipment and supplies to include a list of recommended records equipment and supplies.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Records management books
Filing equipment and supply catalogs
Filing policies and procedures

ENABLING OBJECTIVES

1. Read and follow directions
2. Make logical decisions

RESOURCE

Bassett, Goodman and Fosegan. **Business Records Control**, pp. 6-7, 53-54.

TEACHING ACTIVITIES

1. Conduct a class discussion to review types of filing equipment.
2. Have students research and review types of filing supplies.
3. Arrange for a field trip to a local office supply house to examine types of filing equipment and supplies.
4. Conduct a class discussion to review current files operations for a hypothetical business.
5. Conduct a class discussion to review filing procedures.
6. Have students prepare a recommendation, based on information provided, for equipment and supplies.

PERFORMANCE OBJECTIVE 41

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will recommend filing equipment and supplies.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 41

CHECKLIST

RECOMMENDING EQUIPMENT AND SUPPLIES FOR FILING

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Analyzed types of filing equipment.	________	________
2. Analyzed types of filing supplies.	________	________
3. Analyzed current files operations.	________	________
4. Reviewed filing procedures.	________	________
5. Prepared proposal to recommend equipment and supplies.	________	________

Student's Name ____

Evaluator's Signature ______________________________ **Date** ______________

DUTY ACTIVE RECORDS

PERFORMANCE OBJECTIVE 42

TASK

Determine arrangement of office area and equipment.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The arrangement of an office area must be arranged using a drafting pad and cardboard furniture templates. Completed scale drawing of office must allow for priorities of the office.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Drafting pad
Cardboard furniture templates
General guidelines for office workflow

ENABLING OBJECTIVES

1. Read and follow directions
2. Make logical decisions
3. Identify office priorities

RESOURCE

Stewart et al. **Filing Systems and Records Management**, pp, 68-78.

TEACHING ACTIVITIES

1. Using the chalkboard, the instructor will demonstrate how to draw an area to scale.
2. Have each student draw an area to scale.
3. Have the instructor lead a class discussion on possible types of equipment and furniture needed.
4. Have students identify possible pieces of equipment and furniture out of an office supply catalog.
5. Demonstrate how to prepare templates to scale of pieces of equipment and furniture.
6. Have students prepare templates and arrange them on drawings.
7. Have students draw arrangement of office area and equipment.
8. Have students briefly describe their sketches to the class.

PERFORMANCE OBJECTIVE 42

CRITERION-REFERENCED MEASURE

Practical Application

Using drafting pad and cardboard templates, the student will determine the arrangement of an office area and its equipment .

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 42

CHECKLIST

DETERMINING ARRANGEMENT OF OFFICE AREA AND EQUIPMENT

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Drafted a drawing of area to scale.		
2. Identified types of equipment and furniture needed.		
3. Designed templates to scale of equipment and furniture.		
4. Arranged templates on drawing.		
5. Sketched proposed arrangement of office area and equipment.		
6. Submitted sketch to management for approval.		

Student's Name ______________________________

Evaluator's Signature ______________________ **Date** __________

INACTIVE RECORDS

DUTY INACTIVE RECORDS

PERFORMANCE OBJECTIVE 43

TASK

Retrieve records from storage outside the office.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Records must be retrieved from a records center outside the office; a charge-out form must be used and processed.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Telephone procedures for requesting records
Charge-out forms
Procedures for completing charge-out forms
Record names/titles to be retrieved

ENABLING OBJECTIVES

1. Understand inactive records
2. Follow directions
3. Complete business forms
4. Use telephone correctly

RESOURCE

Baron, Steinfeld and Schultheis. **Record Keeping in the Computer Age**, p. 36.

TEACHING ACTIVITIES

1. Explain concept of inactive records storage outside the office.
2. Explain records center storage organization.
3. Have students complete a charge-out form.
4. Have students role play requesting records from records center and retrieving records in the records center and forwarding to requester.
5. Invite guest speaker from a records center installation and have them explain the procedures used in their records center.
6. Arrange for a field trip to a records center and let students observe the retrieval of records.

PERFORMANCE OBJECTIVE 43

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe the steps to retrieve inactive records from the requester's point of view, and also from the record center employee's point of view.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 43

CHECKLIST

RETRIEVING RECORDS FROM STORAGE OUTSIDE THE OFFICE

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
OFFICE PERSONNEL		
1. Made request.	______	______
2. Received and verified authorization.	______	______
3. Retrieved record(s).	______	______
4. Forwarded record(s).	______	______
RECORDS CENTER PERSONNEL		
1. Received telephone call.	______	______
2. Verified authorization.	______	______
3. Prepared charge-out form.	______	______
4. Located record(s).	______	______
5. Requested record(s) removed from stacks.	______	______
6. Placed first copy of charge-out form in files.	______	______
7. Used second copy of charge-out form as a routing slip.	______	______
8. Placed third copy of charge-out form in follow-up file.	______	______
9. Forwarded record(s) to requester.	______	______

Student's Name ____

Evaluator's Signature ______________________________ **Date** ______________

DUTY INACTIVE RECORDS

PERFORMANCE OBJECTIVE 44

TASK

Supervise the destruction of records.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The destruction of records must be supervised and control files must be updated.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Records destruction procedures
Receipts for destruction of records
Destruction tickler file

ENABLING OBJECTIVES

1. Understand inactive records
2. Follow directions
3. Understand meaning and use of tickler files

RESOURCE

Maedke, Robek and Brown. **Information and Records Management**.

TEACHING ACTIVITIES

1. Explain steps to be taken in the process of destroying records.
2. Explain importance of each step of records destruction being carried out specifically.
3. Invite a reference librarian to class to discuss the legal implications of keeping documents records.
4. Invite guest speaker from a records center to discuss the procedure used to destroy or dispose of records.
5. Take a field trip to a company that uses destruction equipment and let students observe the process used to dispose of records.

PERFORMANCE OBJECTIVE 44

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe the procedures followed when supervising the destruction of records.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 44

CHECKLIST

SUPERVISING THE DESTRUCTION OF RECORDS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Notified appropriate management personnel that specific records are to be destroyed.	________	________
2. Attained final authorization to destroy records.	________	________
3. Identified destruction security requirements.	________	________
4. Determined destruction mode.	________	________
5. Directed and oversaw the processing of records for destruction.	________	________
6. Witnessed the destruction of the records.	________	________
7. Signed and received a receipt for the destruction of the records.	________	________

Student's Name ____

Evaluator's Signature ______________________ **Date** __________

DUTY INACTIVE RECORDS

PERFORMANCE OBJECTIVE 45

TASK

Process records for destruction or disposition.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Records must be processed for destruction according to established procedures; all destruction control files must be updated.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Records retention schedule
Records to be destroyed
Destruction control files

ENABLING OBJECTIVES

1. Understand records retention policies
2. Follow directions
3. Understand concepts of active and inactive records

RESOURCE

Maedke, Robek and Brown. **Information and Records Management**.

TEACHING ACTIVITIES

1. Explain process for disposition of active records from the active office area.
2. Explain process for disposition of inactive records from the records center.
3. Invite a school records person to class to discuss student's records and retention of those records.
4. Obtain copies of retention schedules, destruction notification forms, and records destruction policies for the class to study. If possible, get samples from two companies and have the students compare them.
5. Arrange for a field trip to a business office to see the process of records destruction or disposition.

PERFORMANCE OBJECTIVE 45

CRITERION-REFERENCED MEASURE

Practical Application

The student will describe the process of disposing of (transferring in case of active office area) and destroying records from active office area and from a records center.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 45

CHECKLIST

PROCESSING RECORDS FOR DESTRUCTION OR DISPOSITION

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Described the disposition from active office area.	______	______
2. Described the disposition from a records center.	______	______
3. Presented description in an organized manner.	______	______

Student's Name ______________________________

Evaluator's Signature ______________________ **Date** __________

DUTY INACTIVE RECORDS

PERFORMANCE OBJECTIVE 46

TASK

Determine methods of disposition of records.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The disposition of records must be determined from retention schedules and the Federal Register; policy must be consistent with the files policy and/or federal regulations pertaining to company.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Federal Register (copy)
Retention schedules
General guidelines
Files policy

ENABLING OBJECTIVES

1. Follow directions
2. Understand Federal Register and retention schedules or inventory worksheets

RESOURCES

1. Maedke, Robek and Brown. **Information and Records Management**.
2. Office of Federal Register, **The Federal Register**.

TEACHING ACTIVITIES

1. Explain the steps used in the disposition of records.
2. Explain the reasons certain records would not be destroyed.
3. Invite a vendor of records destruction equipment to visit the class and speak on various features of equipment used for destroying records.
4. Obtain copies of Federal Register and have students study the code and the way it is set up.
5. Give the students an exercise that would require they determine the dollar amount saved the first year a retention schedule is implemented.

PERFORMANCE OBJECTIVE 46

CRITERION-REFERENCED MEASURE

Practical Application

Assuming the role of a records consultant, the student will list the steps in establishing a records retention schedule for a company. Plan must include a rationale for each step in checklist.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 46

CHECKLIST

DETERMINING METHODS OF DISPOSITION OF RECORDS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Described all steps and rationale.		
2. Logically organized material.		
3. Had correct appearance and grammar.		

Student's Name ____________________

Evaluator's Signature ____________________ Date __________

DUTY INACTIVE RECORDS

PERFORMANCE OBJECTIVE 47

TASK

Prepare records to be transferred from active files to inactive files.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Records must be prepared before their transfer from active files to inactive files; such preparation will include purging from active files, removing records from folders, and packing records into storage boxes.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Records files
Binders, folders,and labels
Standard record storage binders and folders
Records retention schedule
Records transfer list

ENABLING OBJECTIVES

1. Follow directions
2. Understand active/inactive records
3. Understand retention schedules

RESOURCE

Johnson and Kallaus. **Records Management,** chapter 3.

TEACHING ACTIVITIES

1. Assign students to interview records/office managers on business records management. Students should prepare an oral report on their findings for class.
2. Explain the methods and procedures used in the transfer of records, including paper records and backup magnetic media.
3. Have office supplies vendor come to class and show/discuss the supplies used in this process.

TEACHING ACTIVITIES (Continued)

4. Give the students various situations where they must analyze the system used and make recommendations to improve it. Include types of records, types of business and transfer system currently being used.
5. Give students a list of various types of offices (medical, legal, administrative, etc.) and have them make a recommendation on the type of transfer system to use.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will list the advantages and disadvantages of the major transfer methods..

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 47

CHECKLIST

PREPARING RECORDS TO BE TRANSFERRED FROM ACTIVE FILES TO INACTIVE FILES

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Included advantages of each method		
2. Included disadvantages of each method		
3. Organized material		
4. Used appropriate format		
5. Used appropriate grammar, punctuation, and spelling		

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** ____________

DUTY INACTIVE RECORDS

PERFORMANCE OBJECTIVE 48

TASK

Develop written procedures for records transfer.

STANDARD OF PERFORMANCE OF TASK

Written procedures must be developed for records transfers by use of flowcharts, records management book and sample record transfer procedures. Procedures must be clearly presented in logical sequence.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Sample records transfer procedures
Flow charts
Records management book

ENABLING OBJECTIVES

1. Identify office procedures for records transfer
2. Use writing skills
3. Follow directions
4. Demonstrate keyboarding skills
5. Understand flow charts

RESOURCES

1. Samples of records transfer procedures (from instructor)
2. A flowcharting template (from instructor)

TEACHING ACTIVITIES

1. Explain process of organizing procedures and getting them into written form.
2. Have students outline steps to be included in process.
3. Explain the writing style to be used when preparing procedures of this kind.
4. Have students divide into groups of two or three and each group prepare a written procedure.
5. Have groups exchange papers and edit the procedures. These comments should be used for class discussion on whether the procedures are clear and would be useful.
6. Have groups prepare final draft of procedures.

PERFORMANCE OBJECTIVE 48

CRITERION-REFERENCED MEASURE

Practical Application

Given guidelines by the instructor, the student will develop written procedures for record transfers.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 48

CHECKLIST

DEVELOPING WRITTEN PROCEDURES FOR RECORDS TRANSFER

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Included all procedures.	______	______
2. Organized materials logically.	______	______
3. Allowed for exceptions and problems.	______	______

Student's Name ____________________________________

Evaluator's Signature ______________________ **Date** __________

DUTY INACTIVE RECORDS

PERFORMANCE OBJECTIVE 49

TASK

Locate and design a records center for inactive records.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A low-cost records center must be designed to include protection of inactive records, no less than four cubic feet of records per square foot of floor space used, and quick and efficient service to users.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Books and articles on concept of modern records centers
Cardboard template
Drafting pad
Records management books
Equipment and supply catalogs

ENABLING OBJECTIVES

1. Follow directions
2. Work with templates
3. Identify equipment needed for records center

RESOURCE

Maedke, Robek and Brown. **Information and Records Management**.

TEACHING ACTIVITIES

1. Explain all aspects of the location and design of a records center.
2. Explain differences in on-site and off-site records centers.
3. Discuss cost differences between owning a records center and using commercial records centers.
4. Take a tour of a local records center. If time, take tours of two different records centers and have students compare the two.
5. Invite a records center manager/director to come and speak to the class.
6. Have students prepare a questionnaire to help in planning a records center.
7. Divide the class into groups of three and have them come up with a complete plan for a records center.

PERFORMANCE OBJECTIVE 49

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will design a plan for a records center.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 49

CHECKLIST

LOCATING AND DESIGNING A RECORDS CENTER FOR INACTIVE RECORDS

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Included all aspects of records center.	________	________
2. Included layout drawing of center.	________	________

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** __________

VITAL RECORDS

DUTY VITAL RECORDS

PERFORMANCE OBJECTIVE 50

TASK

Develop a vital records policy.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A vital records policy must be developed to include policy statements approved by executive management.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
General written guidelines from executive management
Policy manual
Organization chart of company

ENABLING OBJECTIVES

1. Follow directions
2. Understand organization chart
3. Use writing skills
4. Demonstrate keyboarding skills

RESOURCE

Maedke, Wilmer and Brown. **Information and Records Management**.

TEACHING ACTIVITIES

1. Discuss the concept of vital records as it applies to business situations.
2. Explain steps used to develop a vital records policy.
3. Invite a records manager from local business to come to class and discuss the steps used in setting up a vital records policy.
4. Arrange a field trip to at least one company and see how vital records are safeguarded.
5. Have students prepare a vital records policy for a fictitious company using organization chart and policy manual. This can be done in groups or as individual projects.

PERFORMANCE OBJECTIVE 50

CRITERION-REFERENCED MEASURE

Practical Application

Given guidelines by the instructor, the student will develop a vital records policy.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 50

CHECKLIST

DEVELOPING A VITAL RECORDS POLICY

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Included all aspects of vital records policy planning.	____________	____________
2. Included organization of chart.	____________	____________
3. Included records policy manual.	____________	____________

Student's Name ____

Evaluator's Signature ______________________________ **Date** ____________________

DUTY VITAL RECORDS

PERFORMANCE OBJECTIVE 51

TASK

Select protection method for vital records.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A protection method for vital records must be selected to include specifics of operation, need and nature.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Review of various protection methods
General guidelines
Record retention schedule

ENABLING OBJECTIVES

1. Follow directions
2. Interpret organization chart
3. Use writing skills
4. Demonstrate keyboarding skills

RESOURCE

Maedke, Wilmer and Brown. **Information and Records Management**.

TEACHING ACTIVITIES

1. Discuss how vital records are identified.
2. Demonstrate the techniques for gathering information and data concerning record medium, frequency of update, and how quickly the records would be needed after a disaster from appropriate staff members and departments.
3. Review the protection methods for all types of record mediums.
4. Explain most appropriate protection method for each type of record.
5. Explain how protection method of vital records would be incorporated into vital records schedule.
6. Invite a records manager to speak to the class concerning vital records protection plans.
7. Have students survey various businesses to learn of those that have a vital records protection plan and if so, what type of protection methods they use.

PERFORMANCE OBJECTIVE 51

CRITERION-REFERENCED MEASURE

Practical Application

The student will describe the the procedures used to select protection methods for vital records.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 51

CHECKLIST

SELECTING PROTECTION METHOD FOR VITAL RECORDS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Included how to select vital records.		
2. Included the importance of interviewing records originators concerning record medium, updating of records and needs following disaster.		
3. Described various protection methods.		
4. Described criteria to be used in selecting most appropriate method of protection.		
5. Described how to integrate protection method of vital records into vital records schedule.		

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** __________

DUTY VITAL RECORDS

PERFORMANCE OBJECTIVE 52

TASK

Identify vital records.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Vital records must be identified and listed on a vital records schedule.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Organization chart
Vital records schedule forms

ENABLING OBJECTIVES

1. Follow directions
2. Interpret organization chart
3. Use writing skills
4. Demonstrate keyboarding skills

RESOURCE

Maedke, Wilmer and Brown. **Information and Records Management**.

TEACHING ACTIVITIES

1. Itemize the steps followed in classifying the different departments of the company of organization into broad function areas.
2. Demonstrate and discuss how management would determine the records essential for the continuation of the most important functions of the company.
3. Conduct an evaluation of vital records using a simulated disaster and a fictitious company.
4. Discuss procedures used to identify additional vital record items.
5. Prepare vital records schedules using an organization chart and vital records schedule forms.

PERFORMANCE OBJECTIVE 52

CRITERION-REFERENCED MEASURE

Practical Application

The student will explain how to identify vital records.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 52

CHECKLIST

IDENTIFYING VITAL RECORDS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Described how to classify parts of company into functional areas.		
2. Discussed techniques for selecting essential records.		
3. Demonstrated understanding of selection of vital records using simulated disaster.		
4. Listed criteria to be used in selecting additional vital records items.		
5. Described how to prepare vital records schedule.		

Student's Name ______________________________

Evaluator's Signature ______________________ **Date** __________

DUTY VITAL RECORDS

PERFORMANCE OBJECTIVE 53

TASK

Prepare a vital records schedule.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A vital records schedule must be prepared and approved by management.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Vital records schedule form
Organization chart
Records retention schedule

ENABLING OBJECTIVES

1. Identify uses of a vital records schedule
2. Understand organization chart and records retention schedule
3. Use writing skills
4. Demonstrate keyboarding skills

RESOURCE

Maedke, Wilmer and Brown. **Information and Records Management.**

TEACHING ACTIVITIES

1. Itemize the steps followed in designing a vital records schedule form.
2. Demonstrate and discuss how management would use records retention schedules to identify records of each department.
3. Discuss the preparation of a vital records schedule form for each department using a simulated company.
4. Discuss procedures used to review vital records schedule with each department manager.
5. Discuss procedures for distributing vital records schedule.
6. Discuss the procedures used in placing schedule in the vital records manual.

PERFORMANCE OBJECTIVE 53

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe the procedures used to prepare a vital records schedule.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 53

CHECKLIST

PREPARING A VITAL RECORDS SCHEDULE

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Explained how to design a vital records schedule form.	______	______
2. Explained how to use records retention schedules to identify records of each department.	______	______
3. Described the process in completing vital records forms.	______	______
4. Listed criteria to be used in reviewing vital records schedule with department managers.	______	______
5. Described how to prepare distribution of vital records schedules.	______	______
6. Described how to place schedule in vital records manual.	______	______

Student's Name ______________________________

Evaluator's Signature ______________________ **Date** __________

DUTY VITAL RECORDS

PERFORMANCE OBJECTIVE 54

TASK

Develop and implement a control system for the transfer, control, and retrieval of vital records.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A control system for the transfer, control, and retrieval of vital records must be developed to include written procedural instructions.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Vital records schedules
Vital records policies
General guidelines of office procedures

ENABLING OBJECTIVES

1. Follow directions
2. Understand vital records policy and vital records schedules
3. Use writing skills
4. Demonstrate keyboarding skills

RESOURCE

Maedke, Wilmer and Brown. **Information and Records Management**.

TEACHING ACTIVITIES

1. Itemize the steps followed to establish a central control for vital records administrative procedures.
2. Discuss procedures used to submit vital records to the vital records facility.
3. Itemize steps to be used to make sure records are submitted on a timely basis.
4. Discuss procedures used to restrict access to the facility.
5. Discuss procedures for conducting a periodic inventory/audit of the facility.
6. Discuss the procedures used to establish master control files and to insure that the receipt of records, assignment of space, destruction of records and charge-outs of records are carried out in the proper manner.
7. Explain and demonstrate how the procedural instructions should be prepared, how management approval is obtained, and how copies of the instructions should be distributed.

PERFORMANCE OBJECTIVE 54

CRITERION-REFERENCED MEASURE

Practical Application

The student will describe the procedures used to develop and implement a control system for vital records.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 54

CHECKLIST

DEVELOPING AND IMPLEMENTING A CONTROL SYSTEM FOR THE TRANSFER, CONTROL AND RETRIEVAL OF VITAL RECORDS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Described how to establish control for vital records.		
2. Described how to use and submit vital records to vital records facility on a timely basis.		
4. Listed criteria to be used in gaining access to the facility.		
5. Discussed how to prepare and conduct inventory/audit of facility.		
6. Described how to establish master control of records.		
7. Described the preparation of procedural instructions, obtaining management approval, and distribution of copies of instruction.		

Student's Name ______________________________

Evaluator's Signature ______________________ **Date** __________

DUTY VITAL RECORDS

PERFORMANCE OBJECTIVE 55

TASK

Establish a vital records facility.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A vital records facility must be established based on company needs and economic considerations.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Source books on vital records
Vital records schedules

ENABLING OBJECTIVES

1. Identify vital records needs of office/company
2. Understand vital records policy and vital records schedules
3. Use writing skills
4. Demonstrate keyboarding skills

RESOURCE

Maedke, Wilmer and Brown. **Information and Records Management.**

TEACHING ACTIVITIES

1. Discuss the steps followed to secure agreement from management as to the level of protection required against natural and man-made disasters.
2. Discuss procedures used to identify both volume and medium of vital records.
3. Explain elements to be considered when determining the location and facility requirements of the vital records center.
4. Discuss advantages and disadvantages of using a commercial facility or preparing a company-owned facility.
5. Discuss procedures of preparing an analytical report.
6. Using a fictitious company have students select a vital records site. This may be done as an individual project or as a group project.

PERFORMANCE OBJECTIVE 55

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe the procedures used to establish a vital records facility.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 55

CHECKLIST

ESTABLISHING A VITAL RECORDS FACILITY

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Explained procedure to secure agreement from management.	__________	__________
2. Demonstrated how to use and identify volume and medium of vital records.	__________	__________
3. Demonstrated understanding of selecting location and facility requirements of center.	__________	__________
4. Listed criteria to be used in an analytical report of facility.	__________	__________
5. Demonstrated knowledge of how to select vital records site.	__________	__________

Student's Name ____

Evaluator's Signature ____________________________ Date ____________

DUTY VITAL RECORDS

PERFORMANCE OBJECTIVE 56

TASK

Conduct compliance audit of vital records control system.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A compliance audit of the vital records control system must be conducted and a report sent to management.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Vital records schedule
Transfer forms

ENABLING OBJECTIVES

1. Follow directions
2. Understand vital records schedules
3. Use writing skills
4. Demonstrate keyboarding skills

RESOURCE

Maedke, Wilmer and Brown. **Information and Records Management**.

TEACHING ACTIVITIES

1. Discuss the steps followed to select a random sample of vital records control transmittal forms.
2. Discuss procedures used to check transmittal forms against vital records retention schedule to test the following:
   a. Authorization for protection;
   b. Submission on timely basis;
   c. Submission signed by appropriate administrator;
   d. Instructions and disposition date noted; and
   e. Location of record entered on the form
3. Explain steps used in follow up to make sure the physical condition of the records is examined.
4. Discuss why deviations from standard procedure must be recorded.
5. Discuss procedures of preparing a compliance audit report.
6. Visit a vital records center and ask the records manager to discuss the compliance audit in relation to his/her records.

PERFORMANCE OBJECTIVE 56

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe the procedures used to conduct compliance audits of vital records control systems.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 56

CHECKLIST

CONDUCTING COMPLIANCE AUDIT OF VITAL RECORDS CONTROL SYSTEM

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Explained procedure to select a random sample of control transmittal forms.	________	________
2. Demonstrated how to check transmittal forms against vital records retention schedule.	________	________
3. Explained steps used to examine the physical storage location on the transfer form.	________	________
4. Examined physical condition of the record.	________	________
5. Noted and recorded deviations from standard procedures.	________	________
6. Demonstrated knowledge of how to prepare compliance audit report.	________	________

Student's Name ____

Evaluator's Signature ______________________________ **Date** ____________

MICROGRAPHICS

DUTY MICROGRAPHICS

PERFORMANCE OBJECTIVE 57

TASK

Determine type of microform to be used.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

After a review of various microform systems, the type of microforms to be used must be recommended.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Computer output microfilm recorder
Microfilm feasibility study
Review of various microforms

ENABLING OBJECTIVES

1. Identify types of microforms
2. Understand concept of a feasibility study
3. Use writing skills
4. Demonstrate keyboarding skills

RESOURCE

Maedke, Wilmer and Brown. **Information and Records Management.**

TEACHING ACTIVITIES

1. Explain how to calculate the cost of producing records.
2. Discuss the role that the following will play when making a decision to transfer records from hard copy to microform: end use, reference rate and volume and distribution method.
3. Discuss advantages and disadvantages of microfilm.
4. Discuss types of records to be retained on microfilm.
5. Discuss advantages and disadvantages of microfilm jackets.
6. Discuss types of records to be retained on microfilm jackets.
7. Discuss advantages and disadvantages of microfiche.
8. Discuss types of records to be retained on microfiche.
9. Discuss possible recommendations by studying facts.

PERFORMANCE OBJECTIVE 57

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe how to determine the type of microform to be used in a micrographics process.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 57

CHECKLIST

DETERMINING TYPE OF MICROFORM TO BE USED

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Explained importance of knowing current status and costs.	________	________
2. Explained role of end use, reference rate, and volume and distribution method when considering microform.	________	________
3. Listed advantages and disadvantages of microfilm, microfilm jackets, and microfiche.	________	________

Student's Name ____

Evaluator's Signature ____________________ Date ____________

DUTY MICROGRAPHICS

PERFORMANCE OBJECTIVE 58

TASK

Establish procedures to be used in microfilming.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Procedures to be used in microfilming must be established to include written and published instructions.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Computer output microfilm recorder
Flow charts of work process
General guidelines of office procedures

ENABLING OBJECTIVES

1. Follow directions
2. Understand flowcharting template
3. Use writing skills
4. Demonstrate keyboarding skills

RESOURCE

Maedke, Wilmer and Brown. **Information and Records Management.**

TEACHING ACTIVITIES

1. Discuss the microfilm operation.
2. Discuss importance of interviewing equipment operators and potential users.
3. Enumerate work processes to be covered.
4. Discuss titles for each process.
5. Establish the beginning and ending point for each process.
6. Explain and demonstrate how to design flowcharts for each work process.
7. Describe and demonstrate narrative or script-writing style.
8. Discuss correct process of listing instructions for each work process in logical time sequence.
9. Explain the steps involved in the development of the procedures from preliminary draft to final copy.

PERFORMANCE OBJECTIVE 58

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe the process used in establishing micrographics procedures.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 58

CHECKLIST

ESTABLISHING PROCEDURES TO BE USED IN MICROFILMING

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Explained importance of beginning and ending points of each process.		
2. Included flowcharts for each process.		
3. Described procedures in narrative style.		
4. Included listing instructions in time sequence.		
5. Explained steps in preparing final procedures.		

Student's Name ____________________

Evaluator's Signature ____________________ **Date** ____________________

DUTY MICROGRAPHICS

PERFORMANCE OBJECTIVE 59

TASK

Determine the need for computer output microfilm.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The need for computer output microfilm must be determined from a review of a feasibility study and computer costs.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Computer output microfilm recorder
Microcomputer
Software
Microfilm feasibility study

ENABLING OBJECTIVES

1. Identify key points of feasibility study
2. Use writing skills
3. Demonstrate keyboarding skills

RESOURCE

Maedke, Wilmer and Brown. **Information and Records Management**.

TEACHING ACTIVITIES

1. Describe the steps used in a microfilm feasibility study.
2. Discuss whether user(s) need hard copy of record(s).
3. Discuss the costs involved when using computers.
4. Demonstrate cost per unit using computer output microfilm.
5. Demonstrate how to prepare cost comparisons.
6. Discuss the procedure used in making recommendations.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe how to determine the need for computer output microfilm.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 59

CHECKLIST

DETERMINING THE NEED FOR COMPUTER OUTPUT MICROFILM

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Explained importance of feasibility study.	____	____
2. Included the need for hard copy records.	____	____
3. Included costs involved when using a computer.	____	____
4. Included determining unit costs and preparing cost comparisons.	____	____
5. Included steps used in making recommendations.	____	____

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** ______________

DUTY MICROGRAPHICS

PERFORMANCE OBJECTIVE 60

TASK

Supervise the micrographics production center.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The micrographics production center must be supervised to include establishing work schedules and standards.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Computer output microfilm recorder
Microcomputer
Software
Micrographics equipment
Reports to be copied
Training manuals
Request for service

ENABLING OBJECTIVES

1. Follow directions
2. Use writing skills
3. Demonstrate keyboarding skills

RESOURCE

Maedke, Wilmer and Brown. **Information and Records Management**.

TEACHING ACTIVITIES

1. Discuss skills needed by micrographics personnel and the procedures used to select personnel.
2. Discuss techniques used to train personnel in microfilming techniques.
3. Develop orientation for new employees.
4. Discuss techniques for planning and scheduling work assignments for personnel and machines.
5. Discuss techniques used to monitor jobs being processed and pending.
6. Discuss evaluating employee performance.
7. Discuss procedures used to requisition supplies and equipment.
8. Discuss points to consider when purchasing equipment.
9. Invite vendor from micrographics supplier to discuss various types of equipment.

PERFORMANCE OBJECTIVE 60

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe how to supervise a micrographics production center.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 60

CHECKLIST

SUPERVISING THE MICROGRAPHICS PRODUCTION CENTER

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Described skills needed by micrographics personnel.		
2. Listed techniques to train peronnel.		
3. Included planning, scheduling, and monitoring work.		
4. Described evaluations of employee performance.		
5. Included setting priorities for work received.		
6. Included purchase requirements for supplies and equipment.		
7. Included how to update training manuals and maintain training records.		

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** ____________

DUTY MICROGRAPHICS

PERFORMANCE OBJECTIVE 61

TASK

Train personnel in microfilming techniques.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Personnel must be trained in microfilming techniques to include performance evaluations.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Computer output microfilm recorder
Microcomputer
Software
Training aids, equipment and manuals
Performance evaluation forms

ENABLING OBJECTIVES

1. Follow directions
2. Use writing skills
3. Demonstrate keyboarding skills

RESOURCE

Maedke, Wilmer and Brown. **Information and Records Management**.

TEACHING ACTIVITIES

1. Discuss preparation of training manuals.
2. Discuss training aids and equipment.
3. Discuss development of a training schedule.
4. Discuss formal training, on-the-job training, and special assignments to develop the necessary skills.
5. Discuss importance of periodic reviews of program and training levels attained.
6. Visit micrographics department in a large organization and observe the procedures used in training of micrographics personnel.
7. Invite a micrographics manager from a large organization to come and speak to the class on micrographics training.

PERFORMANCE OBJECTIVE 61

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will explain procedures used to train personnel in microfilming techniques.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 61

CHECKLIST

TRAINING PERSONNEL IN MICROFILMING TECHNIQUES

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Described preparation of training manuals.	______	______
2. Included training aids and equipment.	______	______
3. Described a training schedule and various forms of training.	______	______
4. Included evaluations of employee performance.	______	______

Student's Name ______________________________

Evaluator's Signature ____________________ Date ____________

DUTY MICROGRAPHICS

PERFORMANCE OBJECTIVE 62

TASK

Formulate and establish reference service procedures for microfilmed records.

(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Reference service procedures for microfilmed records must be formulated, published, and distributed.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Computer output microfilm recorder
Microcomputer
Software
Procedures writing text
Flow chart
Sample procedures manual

ENABLING OBJECTIVES

1. Follow directions
2. Use writing skills
3. Demonstrate keyboarding skills

RESOURCE

Maedke, Wilmer and Brown. **Information and Records Management.**

TEACHING ACTIVITIES

1. Explain procedures in gathering background information on records. Include the following topics in the class discussion.
   a. Location of the file.
   b. Rate of reference.
   c. Confidential or limited-access data.
   d. Equipment available.
   e. Security considerations.
2. Discuss the process used to identify the work to be covered, selecting titles for each process and identifying the beginning and ending points of each process.
3. Demonstrate how to design a flowchart for each process.
4. Demonstrate narrative or script writing style.
5. Discuss listing instructions for each work process in logical time sequence.
6. Discuss procedures for preparing written procedures.

PERFORMANCE OBJECTIVE 62

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe the techniques used to formulate and establish reference service procedures for microfilmed records.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 62

CHECKLIST

FORMULATING AND ESTABLISHING REFERENCE SERVICE PROCEDURES FOR MICROFILMED RECORDS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Described how to gather background information.	________	________
2. Included identifying, selecting titles and identifying beginning and ending of each process.	________	________
3. Included flowchart for each process.	________	________
4. Included script and time sequence of each process.	________	________

Student's Name ______________________________

Evaluator's Signature ______________________ **Date** ____________

DUTY MICROGRAPHICS

PERFORMANCE OBJECTIVE 63

TASK

Establish microfilm-control indexing systems.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Microfilming-control indexing systems must be established in a proposal form to management.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Computer output microfilm recorder
Microcomputer
Software
Records retrieval methods
General guidelines for office procedures
Data on microfilm usage in office

ENABLING OBJECTIVES

1. Identify indexing systems
2. Use writing skills
3. Demonstrate keyboarding skills

RESOURCE

Maedke, Wilmer and Brown. **Information and Records Management.**

TEACHING ACTIVITIES

1. Demonstrate procedures used to analyze volume and content of records to be microfilmed.
2. Discuss analyzing user requirements.
3. Discuss how information will be requested.
4. Discuss analyzing equipment and supplies.
5. Explain and compare retrieval methods.
6. Discuss and demonstrate types of indexing systems.
7. Discuss and demonstrate microforms.
8. Discuss procedures of preparing, submitting and revising proposal.
9. List the steps used to implement an indexing system.

PERFORMANCE OBJECTIVE 63

CRITERION-REFERENCED MEASURE

Practical Application

The student will describe how to establish a microfilm-control indexing system.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 63

CHECKLIST

ESTABLISHING MICROFILM-CONTROL INDEXING SYSTEMS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Established volume and content of records.		
2. Described analysis of user requirements.		
3. Listed equipment and supplies.		
4. Discussed retrieval methods.		
5. Included types of indexing systems.		
6. Described how to prepare proposal.		
7. Listed steps to implement indexing system.		

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** ____________

DUTY MICROGRAPHICS

PERFORMANCE OBJECTIVE 64

TASK

Determine in-plant or service bureau microfilming needs.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

In-plant or service bureau microfilming needs must be determined from data on the volume and type of records to be microfilmed.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Computer output microfilm recorder
Microcomputer
Software
Documents to be microfilmed
Cost analysis figures on microfilming

ENABLING OBJECTIVES

1. Follow directions
2. Use writing skills
3. Demonstrate keyboarding skills

RESOURCE

Maedke, Wilmer and Brown. **Information and Records Management**.

TEACHING ACTIVITIES

1. Demonstrate how to calculate number of active and inactive documents to be microfilmed.
2. Demonstrate how to calculate total amortized cost of basic microfilm equipment plus cost of supplies, labor and overhead.
3. Demonstrate how to calculate cost per image of in-house processing.
4. Discuss benefits of service bureau processing.
5. Discuss the comparative costs of in-house processing to service bureau processing.
6. Discuss and demonstrate the preparation of a cost-analysis report.

PERFORMANCE OBJECTIVE 64

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe the differences between in-plant microfilming needs and those needs of a service bureau .

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 64

CHECKLIST

DETERMINING IN-PLANT OR SERVICE BUREAU MICROFILMING NEEDS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Described how to calculate volume of records.		
2. Calculated amortized cost of microfilming, including cost of using in-house processing.		
3. Listed benefits of service bureau processing.		
5. Compared costs of in-house processing to service bureau processing.		
6. Described the preparation of a cost-analysis report.		

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** __________

DUTY MICROGRAPHICS

PERFORMANCE OBJECTIVE 65

TASK

Prepare a microfilm feasibility study.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A microfilm feasibility study must be prepared to include data on equipment, cost and record numbers processed.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Computer output microfilm recorder
Microcomputer
Software
Records retrieval schedule
Data on equipment, costs and usage of microfilm

ENABLING OBJECTIVES

1. Identify basic points of feasibility studies
2. Use writing skills
3. Demonstrate keyboarding skills

RESOURCE

Maedke, Wilmer and Brown. **Information and Records Management**.

TEACHING ACTIVITIES

1. Discuss parts of feasibility study.
2. Discuss procedures used to gather information on records to be microfilmed, including the following topics.
    a. Interviewing manager of office using the records.
    b. Purpose, use, and volume of the records.
    c. How the data is generated.
    d. Space requirements and cost of present system.
    e. Inventory of equipment used to house the records.
    f. Assess value of filing equipment being used.
    g. Study and document current indexing system.
    h. Number of retrievals per day and time required to make them.
    i. Amount of time records are examined.
    j. Number of people using records.
    k. Retention period of records.
    l. Annual volume of records generated.

PERFORMANCE OBJECTIVE 65

TEACHING ACTIVITIES (Continued)

3. Discuss how to analyze the facts gathered.
4. Discuss preparation of feasibility report.
5. Invite guest speaker to speak to class on preparing a feasibility study.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe the preparation of a microfilm feasibility study.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 65

CHECKLIST

PREPARING A MICROFILM FEASIBILITY STUDY

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Listed parts of feasibility study.	____________	____________
2. Described procedures and types of information to be gathered.	____________	____________
3. Included an analysis of facts.	____________	____________

Student's Name ____

Evaluator's Signature ________________________________ **Date** ______________

FORMS CONTROL

DUTY FORMS CONTROL

PERFORMANCE OBJECTIVE 66

TASK

Establish criteria to determine what is a business form.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Criteria must be established to determine the category of business forms, given paper form samples and data processing forms.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Catalog of preprinted forms
General guidelines

ENABLING OBJECTIVES

1. Read and follow directions
2. Make logical decisions

RESOURCE

Stewart et al. **Filing Systems and Records Management**, pp. 68-78.

TEACHING ACTIVITIES

1. Explain the three basic purposes of using business forms.
2. Describe the categories of preprinted forms.
3. Have students gather samples of overlays, flashes, and formats used on computerized equipment.
4. Describe categories of paper, film, and magnetic formats controlled within the forms control program.
5. Show samples of business forms.
6. Describe the criteria for a business form.
7. Have students insert criteria in the forms procedure manual.

PERFORMANCE OBJECTIVE 66

CRITERION-REFERENCED MEASURE

Practical Application

Given samples of paper forms and data processing input-output forms, the student will establish criteria to use in creating a business form.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 66

CHECKLIST

ESTABLISHING BUSINESS FORM CRITERIA

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Described uniformity in the format of data.	____	____
2. Contained static information.	____	____
3. Contained blank spaces for the recording of information.	____	____

Student's Name ________________________________

Evaluator's Signature ____________________ Date ____________

DUTY FORMS CONTROL

PERFORMANCE OBJECTIVE 67

TASK

Design a new form.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A new form must be designed using layout pad, ruler and spray fix and a forms request; the form should meet requester's specifications and be ready for printing.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Layout pad
Ruler
Forms request
Spray fix
Forms design checklist

ENABLING OBJECTIVES

1. Demonstrate keyboarding skills
2. Read and interpret written specifications
3. Identify basic parts of forms

RESOURCE

Stewart et al. **Filing Systems and Records Management**, pp. 180-89.

TEACHING ACTIVITIES

1. Explain when to decide if a new business form is needed.
2. Discuss the relationship of the form in the flow of work in an organization.
3. Emphasize the importance of analyzing the procedures involved in the use of the form before starting to design it.
4. Demonstrate how to design a new form using the overhead projector and transparencies.
5. Have students design a new form.

PERFORMANCE OBJECTIVE 67

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion and demonstration, the student will design a new form.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 67

CHECKLIST

DESIGNING A NEW FORM

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Selected appropriate size and style of lettering.		
2. Outlined form dimensions on spacing chart.		
3. Entered form title and form number.		
4. Entered instructions.		
5. Allocated space for each major segment.		
6. Inserted captions using block style.		
7. Reviewed, proofread, and made corrections.		
8. Sprayed drawing with fixer.		
9. Obtained requester's approval of form.		

Student's Name ____

Evaluator's Signature ______________________________ **Date** ____________________

DUTY FORMS CONTROL

PERFORMANCE OBJECTIVE 68

TASK

Determine the quality of paper, size, and type to be used for forms. (Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The quality of paper, type and size must be determined to satisfy a user's request for a particular form.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Request for a form
Data on proposed usage of form
Catalogs and specifications from paper manufacturers
Specifications and requirements of printing machinery

ENABLING OBJECTIVES

1. Read and interpret descriptions of paper
2. Make decisions based on user's needs

RESOURCE

Stewart et al. **Filing Systems and Records Management**, pp. 180-89.

TEACHING ACTIVITIES

1. Show samples of form requests to class.
2. Explain the steps to determine form use, quantity needed, file practice, and method of completion.
3. Describe the properties of paper: weight, grade, and grain.
4. Show and compare paper samples.
5. Explain paper quality and weight requirements for forms.
6. Explain the different sizes of forms.
7. Discuss the type sizes used for forms.

PERFORMANCE OBJECTIVE 68

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will determine the quality, size, and type of paper to be used in a form.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 68

CHECKLIST

DETERMINING THE QUALITY, SIZE, AND TYPE OF PAPER TO BE USED FOR FORMS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Determined form use.	________	________
2. Determined paper quality and weight requirements.	________	________
3. Determined paper size.	________	________
4. Determined type size.	________	________

Student's Name ____

Evaluator's Signature ______________________ **Date** ______________

DUTY FORMS CONTROL

PERFORMANCE OBJECTIVE 69

TASK

Develop instructions for the completion of forms.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The instructions for completing a given report must be prepared in concise but complete written form.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Form needing instructions
Writing guides, if needed

ENABLING OBJECTIVES

1. Demonstrate keyboarding skills
2. Read and interpret instructions
3. Identify basic report form for office

RESOURCE

Luke and Stiegler. **Office Systems and Procedures**, pp. 521-25.

TEACHING ACTIVITIES

1. Show samples of forms to class.
2. Discuss where the instructions should be printed on the forms.
3. Demonstrate how to determine type of instructions required for a form.
4. Illustrate how to word the instructions.
5. Emphasize the importance of revising and editing the wording.
6. Explain where to place instructions on the form.
7. Have students develop instructions for the completion of forms.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will develop instructions for a form.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 69

CHECKLIST

DEVELOPING INSTRUCTIONS FOR THE COMPLETION OF FORMS

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Described the type of instructions required.	________	________
2. Prepared wording of the instructions.	________	________
3. Edited and revised the wording if needed.	________	________
4. Placed instructions in a prominent location on the form.	________	________

Student's Name ____

Evaluator's Signature ______________________ **Date** ______________

DUTY FORMS CONTROL

PERFORMANCE OBJECTIVE 70

TASK

Process request for a new form and update forms control records.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Given a request for a form, a new form must be created and the finished form added to the forms control record.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Rough draft of form to be created
Approval of management for form
Forms control record

ENABLING OBJECTIVES

1. Identify form specifications from request
2. Make logical decisions

RESOURCE

Stewart et al. **Filing Systems and Records Management**, pp. 180-89.

TEACHING ACTIVITIES

1. Define "functional files."
2. Define "numeric files."
3. Explain why a numeric file should be used.
4. Explain why a functional file should be used.
5. Demonstrate how to process a request for a new form.
6. Demonstrate how to update a numeric and functional file.
7. Have students process a request for a new form and update the forms controls records.

CRITERION-REFERENCED MEASURE

Practical Application

The student will process a request for a new form and update the forms control records.

PERFORMANCE OBJECTIVE 70

CRITERION-REFERENCED MEASURE (Continued)

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 70

CHECKLIST

PROCESSING REQUEST FOR A NEW FORM AND UPDATING FORMS CONTROL RECORDS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Processed request for a new form that included the following items.		
a. Justification for a new form	______	______
b. New or revised form	______	______
c. Function form will perform	______	______
d. Quantity required	______	______
e. Distribution	______	______
f. Machine or hand prepared	______	______
g. Target delivery date	______	______
h. Packaging specifications	______	______
2. Researched functional file for forms with similar functions.	______	______
3. Assigned form number.	______	______
4. Prepared numeric file folder.	______	______
5. Wrote construction specifications.	______	______
6. Designed draft.	______	______
7. Obtained approval.	______	______
8. Determined cost of printing form.	______	______
9. Released draft for printing.	______	______
10. Updated numeric and functional files.	______	______

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** ______________

DUTY FORMS CONTROL

PERFORMANCE OBJECTIVE 71

TASK

Install functional and numeric form files.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Both functional and numeric form files must be installed and arranged.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Guidelines for functional files and numeric forms files
Samples of each form used in organization

ENABLING OBJECTIVES

1. Identify functional and numeric form files
2. Make logical decisions

RESOURCE

Stewart et al. **Filing Systems and Records Management**, pp. 79-91.

TEACHING ACTIVITIES

1. Discuss the importance of utilizing a functional form file.
2. Discuss the importance of utilizing a numeric form file.
3. Distribute five samples of forms to students.
4. Explain the installation of a functional and a numeric form file using transparencies, overhead projector and sample forms.
5. Have students install functional and numeric form files using samples given.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will install functional and numeric form files.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 71

CHECKLIST

INSTALLING FUNCTIONAL AND NUMERIC FORM FILES

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Steps of functional file installation:		
a. developed functional dictionary;	________	________
b. prepared functional file folders;	________	________
c. classified forms with similar functions;	________	________
d. placed on sample of each form in the appropriate functional folder;	________	________
e. arranged functional file folders in alphabetic sequence.	________	________
2. Steps of numeric file installation:		
a. developed a numeric assignment system;	________	________
b. prepared numerical file folder;	________	________
c. placed two samples of each form inside numerical file folder;	________	________
d. placed pertinent information inside the numerical file folders;	________	________
e. sequenced file folders.	________	________

Student's Name ____

Evaluator's Signature ______________________ **Date** ____________

DUTY FORMS CONTROL

PERFORMANCE OBJECTIVE 72

TASK

Recommend a new form design be implemented.
(Perform task as approriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A new form design must be recommended in a report to management, to include a proposed design and its benefits.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Completed samples of existing forms
New form design to be used
Data on use of new form

ENABLING OBJECTIVES

1. Demonstrate keyboarding skills
2. Read and follow directions
3. Identify basic needs of form design proposals

RESOURCE

Stewart et al. **Filing Systems and Records Management**, pp. 180-189.

TEACHING ACTIVITIES

1. Show samples of completed forms to class.
2. Explain how to decide when a new form design is needed.
3. Explain the advantages of new form design.
4. Discuss the tangible and intangible benefits of a new design.
5. Have students prepare a report on the recommendation of a new form design.
6. Arrange for a field trip to a printing office where forms are being printed.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe how to recommend a new form design.

PERFORMANCE OBJECTIVE 72

CRITERION-REFERENCED MEASURE (Continued)

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 72

CHECKLIST

RECOMMENDING A NEW FORM DESIGN BE IMPLEMENTED

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Described how to determine need for a new form design.	____________	____________
2. Determined advantages of a new form design.	____________	____________
3. Listed tangible and intangible costs benefits.	____________	____________
4. Made recommendation to higher management.	____________	____________

Student's Name ______________________________

Evaluator's Signature ______________________ **Date** ____________

DUTY FORMS CONTROL

PERFORMANCE OBJECTIVE 73

TASK

Establish channels for the distribution of forms.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Channels for the distribution of forms must be written and sent to management for approval.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Sample forms and data on the usage of forms
General guidelines for office procedures

ENABLING OBJECTIVES

1. Follow directions and make logical decisions
2. Identify channels of communication in company

RESOURCE

Teacher-prepared worksheet

TEACHING ACTIVITIES

1. Explain how to interview a forms author to determine where, when, why, and how many forms will be needed.
2. Explain the purpose of a standard requisition form to be used to order forms.
3. Define "charge-back system."
4. Discuss the different types of discounts, contracts, orders, and shipments.
5. Have students write a report to describe the forms distribution procedure.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe how to establish channels for the forms distribution procedure.

CRITERION-REFERENCED MEASURE (Continued)

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 73

CHECKLIST

ESTABLISHING CHANNELS FOR THE DISTRIBUTION OF FORMS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Interviewed the forms author.		
2. Developed standard requisition form.		
3. Established charge-back system.		
4. Described how to determine discounts, contracts, orders, and shipments.		

Student's Name ______________________________

Evaluator's Signature ______________________ **Date** __________

DUTY FORMS CONTROL

PERFORMANCE OBJECTIVE 74

TASK

Maintain functional forms file.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A functional forms file must be maintained to include one copy of each form classified by purpose in its subject-title folder.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Functional file dictionary
Functional file system
Samples of each new form
General guidelines

ENABLING OBJECTIVES

1. Read, follow directions, and make logical decisions
2. Identify functional forms file

RESOURCE

Teacher-prepared worksheet

TEACHING ACTIVITIES

1. Explain the steps for developing a functional file dictionary.
2. Demonstrate how to file each new form.
3. Explain when to update the functional file.
4. Explain when to reference the functional file.
5. Distribute to students several forms, a functional file dictionary, and a functional file system to maintain.

PERFORMANCE OBJECTIVE 74

CRITERION-REFERENCED MEASURE

Practical Application

The student will describe how to maintain a functional forms file using several forms, a functional file dictionary, and a functional form file.

Method of Evaluation

Observation by the instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 74

CHECKLIST

MAINTAINING FUNCTIONAL FORMS FILE

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Maintained file in alphabetical order.	____________	____________
2. Placed one sample of each form in appropriate subject or title file.	____________	____________
3. Updated the functional dictionary.	____________	____________
4. Referenced the functional file.	____________	____________

Student's Name ____

Evaluator's Signature ______________________ Date ______________

DUTY FORMS CONTROL

PERFORMANCE OBJECTIVE 75

TASK

Write policy and procedures manual concerning the use of forms.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A policy and procedures manual must be written on the use of forms, must be approved by management.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Forms policy statement
Writing style text
General office guidelines

ENABLING OBJECTIVES

1. Read and follow directions
2. Identify writing style for policy manual
3. Demonstrate keyboarding skills

RESOURCE

Teacher-supplied samples of business forms, policy and procedures manuals, and organization charts

TEACHING ACTIVITIES

1. Explain the purpose of organizing forms procedures and putting them in written form.
2. Explain the purpose of a forms policy statement.
3. Have students outline steps for writing a forms policy statement.
4. Explain the reasons for writing a forms procedures manual.
5. Explain the writing style to be used when writing a procedures manual.
6. Divide the class in groups of four students and have each group develop a forms procedures manual.

PERFORMANCE OBJECTIVE 75

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will develop a forms policy statement and a forms procedures manual.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 75

CHECKLIST

WRITING POLICY AND PROCEDURES MANUAL CONCERNING THE USE OF FORMS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Done in appropriate writing style		
2. Included all procedures in logical order.		
3. Used proper grammar in statement and manual.		

Student's Name ______________________________

Evaluator's Signature ____________________ Date ____________

DUTY FORMS CONTROL

PERFORMANCE OBJECTIVE 76

TASK

Analyze forms design for purpose of improving, combining or eliminating forms.

(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Design of forms must be analyzed for the purposes of improving, combining or eliminating forms. Each form reviewed should be valid and correct if currently used; forms no longer needed should be eliminated.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Review of numeric and functional files for suggested changes
General review of departments using forms for comments and/or changes

ENABLING OBJECTIVES

1. Read and follow directions
2. Make logical decisions

RESOURCE

Stewart et al. **Filing Systems and Records Management**, pp. 180-89.

TEACHING ACTIVITIES

1. Explain when a business form needs to be revised or reprinted.
2. Explain why the numeric file should be reviewed.
3. Explain why the functional file should be reviewed.
4. Demonstrate how to analyze forms designs.
5. Distribute to students a numeric file and a functional file.
6. Have students analyze form designs and note areas of improvement.

PERFORMANCE OBJECTIVE 76

CRITERION-REFERENCED MEASURE

Practical Application

Given a numeric file and a functional file, student will analyze the forms design of the files.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 76

CHECKLIST

ANALYZING FORMS DESIGN FOR PURPOSE OF IMPROVING, COMBINING, OR ELIMINATING FORMS

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Determined if form design was in sequence with related forms.	______	______
2. Designed form to provide for binding, punching, and filing.	______	______
3. Planned size and spacing for form.	______	______
4. Ordered quantity and order frequency was still valid.	______	______

Student's Name ________________________________

Evaluator's Signature ______________________ **Date** __________

CORRESPONDENCE CONTROL

DUTY CORRESPONDENCE CONTROL

PERFORMANCE OBJECTIVE 77

TASK

Train personnel in letter-writing techniques.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Personnel must be trained in letter-writing techniques by use of a program with performance evaluations.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Letter-writing manual
Training aids, as needed

ENABLING OBJECTIVES

1. Identify correct letter styles for training
2. Make logical decisions
3. Demonstrate keyboarding skills

RESOURCE

Luke and Stiegler. **Office Systems and Procedures,** pp. 204-09.

TEACHING ACTIVITIES

1. Discuss how to develop objectives for a letter-writing training session.
2. Review how to use the letter-writing manual.
3. Discuss the techniques of writing.
4. Show examples of letters containing techniques of writing.
5. Show samples of letters of response.
6. Have students practice letter writing.
7. Have students review initial drafts of letters and revise.
8. Have students evaluate completed letters.

PERFORMANCE OBJECTIVE 77

CRITERION-REFERENCED MEASURE

Practical Application

The student will describe how to organize and and conduct a training session on letter writing and how to conduct an evaluation of the completed letters.

Method of Evaluation

Observation by the instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 77

CHECKLIST

TRAINING PERSONNEL IN LETTER-WRITING TECHNIQUES

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Developed a training session that described the techniques of writing letters, including the following points.		
a. Determined what the reader needed to know.	______	______
b. Identified the factual information.	______	______
c. Made notes of ideas.	______	______
d. Organized the facts into a logical sequence.	______	______
e. Wrote a rough draft.	______	______
f. Edited and proof-read draft .	______	______
g. Completed final draft of the letter.	______	______
2. Conducted evaluation of completed letter.	______	______

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** ____________

DUTY CORRESPONDENCE CONTROL

PERFORMANCE OBJECTIVE 78

TASK

Establish standards and guides in letter writing.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A list of standards and guides for letter writing must be prepared and approved by management.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Review books on letter writing
Data on present letter writing formats and problems

ENABLING OBJECTIVES

1. Demonstrate keyboarding skills
2. Identify guides for letter-writing
3. Make logical decisions

RESOURCE

Stewart, Zinner and Clark. **Business English and Communications**, pp. 320-29.

TEACHING ACTIVITIES

1. Distribute business letters to students.
2. Have students examine the letters for the following aspects: appearance, content, format, and tone.
3. Explain the ten requirements of a good letter.
4. Have students determine areas of needed improvement in a sample of letters.
5. Have students prepare guidelines for letter writers.

PERFORMANCE OBJECTIVE 78

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion and guidelines for letter writing supplied by the instructor, the student will write a set of business letters.

Method of Evaluation

Observation by the instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 78

CHECKLIST

ESTABLISHING STANDARDS AND GUIDES IN LETTER WRITING

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Created a favorable first impression.	______	______
2. Appealed to the reader's point of view.	______	______
3. Was courteous, friendly, sincere.	______	______
4. Promoted goodwill.	______	______
5. Was clear, complete, and correct.	______	______
6. Was concise.	______	______
7. Was well paragraphed.	______	______
8. Avoided jargon.	______	______

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** __________

DUTY CORRESPONDENCE CONTROL

PERFORMANCE OBJECTIVE 79

TASK.

Proofread correspondence.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A letter containing various errors must be proofread and corrected to produce an error-free letter.
(Perform task as appropriate for manual or automated records management.)

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Letter with errors
Dictionary and/or writing style book

ENABLING OBJECTIVES

1. Use spelling ability
2. Use grammar and communications skills

RESOURCE

Stewart, Zinner and Clark. **Business English and Communications**, pp. 30-42.

TEACHING ACTIVITIES

1. Define "proofreading."
2. Discuss how proofreading is used in daily tasks.
3. Have students cite examples of how they use proofreading in the preparation of school assignments.
4. Emphasize the effects of content and typographical errors.
5. Show how to check numbers and dates for accuracy.
6. Discuss how proofreading errors occur.
7. Have students bring in examples of improper proofreading from newspapers, magazines, and letters received by the students or their parents.
8. Discuss the impact of uncorrected errors.
9. Distribute sample business letters and have the students proofread and correct all errors.

PERFORMANCE OBJECTIVE 79

CRITERION-REFERENCED MEASURE

Practical Application

The student will proofread and correct all errors in a business letter.

Method of Evaluation

Observation by the instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 79

CHECKLIST

PROOFREADING CORRESPONDENCE

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Located and corrected the following errors: misspelled words, omitted words, punctuation and grammar errors.	__________	__________
2. Reviewed letters for accuracy of dates, numbers and clear wording.	__________	__________
3. Corrected all errors.	__________	__________

Student's Name ____

Evaluator's Signature ________________________ **Date** ____________

DUTY CORRESPONDENCE CONTROL

PERFORMANCE OBJECTIVE 80

TASK

Determine and analyze costs of paperwork activities.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The costs of an organization's paper work activities will be determined and analyzed; if needed, alternate courses for paper flow should be selected.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Cost figures from Dartnell Institute of Business Research, (on average cost of business letter.)
Sample items of organization's written correspondence - purpose and cost

ENABLING OBJECTIVES

1. Demonstrate keyboarding skills
2. Identify costs of paper work
3. Identify flows of paper work in office/company

RESOURCE

Casady. **Word/Information Processing Concepts**, p. 6.

TEACHING ACTIVITIES

1. Explain to students the costs of an average business letter obtained from Dartnell Institute of Business Research.
2. Give students samples of departmental/company correspondence.
3. Have students determine if written correspondence is necessary.
4. Describe alternate courses of action for letters that could be answered at less cost in another manner.
5. Have students write a report on establishing criteria for types of correspondence that could be answered in alternate ways.

PERFORMANCE OBJECTIVE 80

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe and list the costs of paperwork activities including types of correspondence that could be answered in alternate ways.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 80

CHECKLIST

DETERMINING AND ANALYZING COSTS OF PAPERWORK ACTIVITIES

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Determined and analyzed costs of paperwork activities.	________	________
2. Included criteria for types of correspondence that could be answered in alternate ways.	________	________

Student's Name ________________ ____________________________

Evaluator's Signature ________________________ Date ____________

DUTY CORRESPONDENCE CONTROL

PERFORMANCE OBJECTIVE 81

TASK

Indicate routing of records.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The routing of records must be indicated by the use of routing slips.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
General guidelines
Routing slips
Records to be forwarded

ENABLING OBJECTIVES

1. Identify flow of records in office/company
2. Make logical decisions

RESOURCE

Stewart et al. **Filing Systems and Records Management**, pp. 120-22.

TEACHING ACTIVITIES

1. Define "routing of records."
2. Show samples of routing slips.
3. Show how to read routing slips.
4. Distribute records to students.
5. Demonstrate how to sort records into various groupings according to destination.
6. Explain when to forward records to departments.
7. Have students indicate routing of records for several pieces of correspondence.

PERFORMANCE OBJECTIVE 81

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe the routing of records for several pieces of correspondence.

Method of Evaluation

Observation by the instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 81

CHECKLIST

INDICATING ROUTING OF RECORDS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Determined the person(s) and department(s) that should receive the record(s).	____	____
2. Sorted records into groupings according to destination.	____	____
3. Attached routing slips for single copies of records.	____	____
4. Forwarded records to department(s).	____	____

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** ____________

DUTY CORRESPONDENCE CONTROL

PERFORMANCE OBJECTIVE 82

TASK

Establish procedures for the distribution of mail.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Procedures for the distribution of mail must be written and published.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Flowchart template
Procedures writing text
Sample procedures manual

ENABLING OBJECTIVES

1. Identify mail procedures and practices in office/company
2. Make logical decisions
3. Use a template

RESOURCE

Luke and Stiegler. **Office Systems and Procedures,** pp. 483-91.

TEACHING ACTIVITIES

1. Discuss the mail management program in a business.
2. Explain the work processes to be covered.
3. Demonstrate how to design flowcharts for each work process.
4. Discuss the importance of establishing procedures for the distribution of mail.
5. Have students develop a preliminary draft.
6. Have students exchange papers and make comments. Revise the procedures if necessary.
7. Have students write a report on establishing procedures for the distribution of mail.

PERFORMANCE OBJECTIVE 82

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will explain how to establish mail distribution procedures.

Method of Evaluation

Observation by the instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 82

CHECKLIST

ESTABLISHING PROCEDURES FOR THE DISTRIBUTION OF MAIL

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Analyzed the mail management program.	____________	____________
2. Identified the work processes.	____________	____________
3. Selected titles for each process.	____________	____________
4. Listed instructions for each work process.	____________	____________
5. Used appropriate writing style	____________	____________

Student's Name ____

Evaluator's Signature ______________________ **Date** ____________

DUTY CORRESPONDENCE CONTROL

PERFORMANCE OBJECTIVE 83

TASK

Standardize format of memoranda.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The format of memoranda must be standardized in block style using appropriate margins and spacing selected by instructor.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Memoranda to be standardized
General guidelines

ENABLING OBJECTIVES

1. Identify desired written format for memos
2. Make logical decisions

RESOURCE

Luke and Stiegler. **Office Systems and Procedures**, pp. 198-99.

TEACHING ACTIVITIES

1. Discuss the importance of standardizing the format of memoranda.
2. Show samples of memoranda.
3. Describe the parts of a memorandum.
4. Demonstrate how a memorandum should be arranged when using block style.
5. Have students standardize the format of a memorandum.

CRITERION-REFERENCED MEASURE

Practical Application

The student will standardize the format of a memorandum in block style.

PERFORMANCE OBJECTIVE 83

CRITERION-REFERENCE MEASURE (Continued)

Method of Evaluation

Observation by the instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 83

CHECKLIST

STANDARDIZING FORMAT OF MEMORANDA

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Determined correct margins.	______	______
2. Used block style.	______	______
3. Included appropriate heading parts.	______	______
4. Used proper spacing between heading parts and body, and between paragraphs.	______	______
5. Included typist reference initials.	______	______
6. Indicated attachments, if any.	______	______

Student's Name ______________________________

Evaluator's Signature ______________________ **Date** __________

DUTY CORRESPONDENCE CONTROL

PERFORMANCE OBJECTIVE 84

TASK

Improve the format of letters.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The format of the letter must be improved, using unarranged parts of a letter.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Letter style guide
Sample letter parts

ENABLING OBJECTIVES

1. Identify standard parts of letters
2. Make logical decisions
3. Demonstrate keyboarding skills

RESOURCE

Luke and Stiegler. **Office Systems and Procedures,** pp. 191-94.

TEACHING ACTIVITIES

1. Describe the basic parts of a letter.
2. Describe letter styles.
3. Show samples of the different letter styles.
4. Demonstrate how to determine the length of a letter.
5. Describe how to balance the letter.
6. Have students compose letters for each of the formats.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will improve the format of a letter.

PERFORMANCE OBJECTIVE 84

CRITERION-REFERENCED MEASURE (Continued)

Method of Evaluation

Observation by the instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 84

CHECKLIST

IMPROVING THE FORMAT OF LETTERS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Determined the length of the letter.	________	________
2. Selected margins.	________	________
3. Selected dateline positions.	________	________
4. Chose letter style.	________	________
5. Included all essential parts in the letter.	________	________
6. Used proper spacing between letter parts.	________	________

Student's Name ____

Evaluator's Signature ________________________ **Date** __________

DUTY CORRESPONDENCE CONTROL

PERFORMANCE OBJECTIVE 85

TASK

Group records for similarity of processing.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Records must be properly classified and sorted into groups for processing.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Records to be sorted
General guidelines

ENABLING OBJECTIVES

1. Identify classes/categories of records being used
2. Make logical decisions

RESOURCE

Luke and Stiegler. **Office Systems and Procedures,** pp. 278-85.

TEACHING ACTIVITIES

1. Describe the reasons for keeping business records.
2. Discuss how business records are used for decision making.
3. Explain the types of records.
4. Explain the classification of records to include vital, important, useful and nonessential.
5. Have students group records for similarity of processing.

PERFORMANCE OBJECTIVE 85

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will classify and sort records for processing.

Method of Evaluation

Observation by the instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 85

CHECKLIST

GROUPING RECORDS FOR SIMILARITY OF PROCESSING

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Classified each record as vital, important, useful or nonessential.	______	______
2. Sorted records into alphabetical groups.	______	______

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** __________

DUTY CORRESPONDENCE CONTROL

PERFORMANCE OBJECTIVE 86

TASK

Establish quality controls for correspondence.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Quality control for business letters must be established to include readability and appearance standards.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Business letters as examples
Letter standards as guides

ENABLING OBJECTIVES

1. Identify company standards and guides for correspondence
2. Make logical decisions

RESOURCES

1. Samples of business letters
2. Business English textbook

TEACHING ACTIVITIES

1. Explain the quality-control standards for correspondence.
2. Distribute sample letters to students.
3. Discuss the quality controls for each letter.
4. Have students evaluate each letter based on the established standards.
5. Have students approve or disapprove the mailing of the letters.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will establish quality controls for several business letters.

PERFORMANCE OBJECTIVE 86

CRITERION-REFERENCED MEASURE (Continued)

Method of Evaluation

Observation by the instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 86

CHECKLIST

ESTABLISHING QUALITY CONTROLS FOR CORRESPONDENCE

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Determined quality control standards.	______	______
2. Evaluated and reviewed letters based on the established standards.	______	______
3. Approved or disapproved the mailing of the letters.	______	______

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** __________

DUTY CORRESPONDENCE CONTROL

PERFORMANCE OBJECTIVE 87

TASK

Determine follow-up method for correspondence needing further attention. (Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A follow-up method for answering correspondence must be developed to include time limits in which response or action must be completed.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Correspondence and office guidelines

ENABLING OBJECTIVE

Identify time limits needed by office on correspondence

RESOURCE

Teacher-prepared handout on correspondence follow-up methods

TEACHING ACTIVITIES

1. Distribute sample letters to students.
2. Have students read the letters.
3. Discuss and determine type of action required for each letter.
4. Have students perform appropriate action.
5. Have students file correspondence noting action taken.

CRITERION-REFERENCED MEASURE

Practical Application

The student will be given several letters requiring a written response or action of some type. Each student will decide on follow-up method for correspondence needing further attention.

Method of Evaluation

Observation by the instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 87

CHECKLIST

DETERMINING FOLLOW-UP METHOD FOR CORRESPONDENCE NEEDING FURTHER ATTENTION

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Read correspondence.		
2. Determined and described type of action required.		
3. Performed appropriate action.		
4. Filed correspondence noting action taken.		

Student's Name ____________________

Evaluator's Signature ____________________ Date ____________

DUTY CORRESPONDENCE CONTROL

PERFORMANCE OBJECTIVE 88

TASK

Develop form letters.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A form letter must be developed to respond to requests/situations of a recurring nature. Form letters must be typed.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
General guidelines of company correspondence manual

ENABLING OBJECTIVES

1. Identify types of form letters
2. Demonstrate keyboarding skills

RESOURCE

Luke and Stiegler. **Office Systems and Procedures,** pp. 210-11.

TEACHING ACTIVITIES

1. Define "form letter."
2. Explain when form letters are used.
3. Explain when a form letter response is appropriate.
4. Demonstrate how to develop a form letter that will answer the request situation.
5. Show and discuss samples of form letters.
6. Have students develop a form letter that will answer a request.
7. Explain the duplication processes.

CRITERION-REFERENCED MEASURE

Practical Application

The student will develop form letters appropriate for similar recurring situations.

PERFORMANCE OBJECTIVE 88

CRITERION-REFERENCED MEASURE (Continued)

Method of Evaluation

Observation by the instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 88

CHECKLIST

DEVELOPING FORM LETTERS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Determined if letter response was appropriate.	________	________
2. Developed a form letter that answered the request situation.	________	________
3. Revised and proofread final copy.	________	________
4. Typed final draft leaving date, inside address, salutation, and other fill-ins blank.	________	________

Student's Name ______________________________

Evaluator's Signature ____________________ Date ______________

REPORTS CONTROL

DUTY REPORTS CONTROL

PERFORMANCE OBJECTIVE 89

TASK

Write policy and procedures manual for reporting system.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A policy and procedures manual for the reporting system must be written to include the policies and procedures.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Research on current policies and procedures of reporting system
Writing style manual

ENABLING OBJECTIVES

1. Identify manual format used by office/company
2. Use writing skills
3. Demonstrate keyboarding skills

RESOURCE

Maedke, Robek, and Brown. **Information and Records Management**, 3rd edition, pp. 497-517.

TEACHING ACTIVITIES

1. Discuss reasons for writing the manual.
2. Demonstrate the process of establishing manual scope and objectives.
3. Demonstrate how to research current policies and procedures.
4. Discuss and demonstrate narrative or script writing style (include Gunning Fog Index formula).
5. Enumerate steps to be followed when preparing the preliminary draft, obtaining comments, revising manual, and preparing final copy.

PERFORMANCE OBJECTIVE 89

CRITERION-REFERENCED MEASURE

Practical Application

The student will explain how to prepare a policy and procedures manual for reporting system.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 89

CHECKLIST

WRITING POLICY AND PROCEDURES MANUAL FOR REPORTING SYSTEM

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Discussed agreement with management as to scope and objectives.	________	________
2. Listed research of policies and procedures.	________	________
3. Discussed process used to determine writing style.	________	________
4. Listed steps to prepare manual from draft to final copy.	________	________

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** ____________

DUTY REPORTS CONTROL

PERFORMANCE OBJECTIVE 90

TASK

Establish system used in classifying reports.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A system to classify reports must be established and proposed to management. Categories should represent all subjects needed by office/company.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Data from use of classification system
User requirements of company reports

ENABLING OBJECTIVES

1. Identify ways to classify reports
2. Usewriting skills
3. Demonstrate keyboarding skills

RESOURCE

Maedke, Robek, and Brown. **Information and Records Managemnt**, 3rd edition, pp. 494-517.

TEACHING ACTIVITIES

1. Describe the process of analyzing reports contents.
2. Discuss procedures used to analyze user requirements.
3. Discuss storage of reports -- equipment and supplies.
4. Discuss classification systems available.
5. Demonstrate the preparation of a report classification system proposal.
6. Discuss submitting proposal to managers and users and implementing system.

PERFORMANCE OBJECTIVE 90

CRITERION-REFERENCED MEASURE

Practical Application

The student will explain how to establish a system to classify reports.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 90

CHECKLIST

ESTABLISHING SYSTEM USED IN CLASSIFYING REPORTS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Prepared an analysis of reports contents.	____________	____________
2. Prepared an analysis of user requirements.	____________	____________
3. Prepared an analysis of equipment and supplies for storing reports.	____________	____________
4. Prepared an analysis of classification systems available.	____________	____________
5. Reported classification system proposal.	____________	____________
6. Developed a plan to implement system.	____________	____________

Student's Name ____

Evaluator's Signature ______________________________ **Date** ______________

DUTY REPORTS CONTROL

PERFORMANCE OBJECTIVE 91

TASK

Establish functional index for reports.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A functional index for reports must be established to identify all reports issued within the organization and to arrange the subject matter alphabetically.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
A list of all reports issued within organization
Index cards with title references
File guides -- alphabetical

ENABLING OBJECTIVES

1. Identify functional index
2. Use writing skills
3. Demonstrate keyboarding skills

RESOURCE

Maedke, Robek, and Brown. **Information and Records Management**, 3rd edition, pp. 494-17.

TEACHING ACTIVITIES

1. Discuss how to inventory all reports issued within the organization. (Includes identifying all reports and obtaining copies of each report.)
2. Discuss procedures used to review reports and select key words with reference to report title.
3. Demonstrate the preparation of index cards with key words referenced to the report titles.
4. Demonstrate preparation of index cards by actual title of the reports.
5. Demonstrate the separation and sorting of the cards, first by function and then alphabetically within each function.
6. Demonstrate preparation of file guides by function and the filing process used to file cards and guides alphabetically by subject matter.

PERFORMANCE OBJECTIVE 91

CRITERION-REFERENCED MEASURE

Practical Application

The student will explain how to establish a functional index for reports.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 91

CHECKLIST

ESTABLISHING FUNCTIONAL INDEX FOR REPORTS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Prepared an inventory of all reports.		
2. Selected key words with reference to report titles.		
3. Prepared index cards by title.		
4. Separated, sorted, and filed guides and cards.		

Student's Name ______________________________

Evaluator's Signature ______________________ Date ____________

DUTY REPORTS CONTROL

PERFORMANCE OBJECTIVE 92

TASK

Analyze reports for the purpose of determining need (of reports).
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Reports and inventory sheets must be analyzed for the purpose of determining need of reports. Data must be collected from reports, users and reviewed for action; a final report must be prepared for management.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Data from usage of reports
Cost data on reports generated

ENABLING OBJECTIVES

1. Identify basic uses of reports
2. Use writing skills
3. Demonstrate keyboarding skills

RESOURCE

Maedke, Robek and Brown. **Information and Records Management**, 3rd edition, pp. 494-17.

TEACHING ACTIVITIES

1. Discuss need and procedures used to review inventory sheets for users' responses regarding need and use of reports.
2. Discuss reviewing report data.
3. Discuss how to determine whether data are available from another source.
4. Discuss the cost of using alternative sources or data.
5. Discuss importance of comparing reports to see if they overlap. .
6. Discuss the process of sending results of analyses to report originator and users for comments.
7. Discuss the procedures used to prepare a summary memorandum covering all reports and forwarding it to management.

PERFORMANCE OBJECTIVE 92

CRITERION-REFERENCED MEASURE

Practical Application

The student will describe the procedures used to analyze reports for the purpose of determining need.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 92

CHECKLIST

ANALYZING REPORTS FOR THE PURPOSE OF DETERMINING NEED

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Prepared inventory sheets for users' responses.	______	______
2. Reviewed report data.	______	______
3. Studied data from other sources.	______	______
4. Compared reports for overlap.	______	______
5. Sent results to originators and users.	______	______
6. Prepared summary memorandum.	______	______

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** __________

DUTY REPORTS CONTROL

PERFORMANCE OBJECTIVE 93

TASK

Inventory and control existing reports.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The existing reports in an organization must be inventoried and analyzed; reports must then be collected, filed and indexed.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Inventory sheets
Records of reports

ENABLING OBJECTIVES

1. Identify needs of official company reports
2. Identify basic filing/sorting procedures
3. Demonstrate keyboarding skills

RESOURCE

Maedke, Robek and Brown. **Information and Records Management**, 3rd edition, pp. 494-17.

TEACHING ACTIVITIES

1. Demonstrate how to design a reports inventory form.
2. Discuss the preparation of the instructions to accompany the form.
3. Discuss procedures used to get instructions and forms to reports originators.
4. Discuss the procedure used to analyze completed inventory forms.
5. Discuss the following in relation to the reports.
    a. Function
    b. Content
    c. Distribution
    d. Procedures used in preparation and distribution
    e. Frequency of issue
    f. Need
6. Discuss the preparation of a summary of the data on reports inventory log.
7. Explain the process used to collect copies of all existing reports.
8. Discuss the process used to maintain a reports functional file and index.

PERFORMANCE OBJECTIVE 93

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will describe how to maintain inventory and control of existing reports.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 93

CHECKLIST

TAKING INVENTORY AND CONTROLLING EXISTING REPORTS

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Described how to design a reports inventory form.	__________	__________
2. Prepared the instructions to accompany the form.	__________	__________
3. Analyzed completed inventory forms.	__________	__________
4. Prepared summary of data on inventory log.	__________	__________
5. Made copies of existing reports.	__________	__________
6. Described a reports functional file and index.	__________	__________

Student's Name ____

Evaluator's Signature ________________________ **Date** _______________

DUTY REPORTS CONTROL

PERFORMANCE OBJECTIVE 94

TASK

Manage the creation and use of directives or written records management procedures.

(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The use of directives or written records management procedures must be established to include a control system.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Copies of existing directives and procedures by subject
Written procedures for issuing directives and procedures

ENABLING OBJECTIVES

1. Identify basic filing and indexing procedures
2. Use writing skills
3. Demonstrate keyboarding skills

RESOURCE

Maedke, Robek and Brown. **Information and Records Management**, 3rd edition, pp. 494-17.

TEACHING ACTIVITIES

1. Discuss procedures used to group all existing directives and procedures by subject.
2. Discuss need and procedure to assign an identifying number to each group.
3. Demonstrate the preparation and maintenance of cross-index to the directive and/or procedure by subject and number.
4. Demonstrate the preparation of procedures for controlling issuance of directives and procedures.
5. Demonstrate a standardized, simplified format to be used for directives and procedures.
6. Discuss the coordination and circulation of drafts of proposed directives or procedures.
7. Discuss the evaluation of comments made by interested departments, the incorporation of the desired changes.
8. Discuss the process of reviewing the final draft for adherence to requirements.

PERFORMANCE OBJECTIVE 94

TEACHING ACTIVITIES (Continued)

9. Discuss final procedures including assigning consecutive numbers, forwarding to authorized person for final approval, placing proper date on approved draft, having typed and reproduced, and entering final copy into control system.

CRITERION-REFERENCED MEASURE

Practical Application

The student will describe how to create and use written records management directives and procedures.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 94

CHECKLIST

MANAGING THE CREATION AND USE OF DIRECTIVES OR WRITTEN RECORDS MANAGEMENT PROCEDURES

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Grouped all existing directives and procedures by subject.	________	________
2. Assigned an identifying number to each group.	________	________
3. Maintained cross-index.	________	________
4. Listed procedures for controlling issuance of directives and procedures.	________	________
5. Coordinated drafts among interested departments into a final draft.	________	________
6. Incorporated final procedures into control system.	________	________

Student's Name ________________________________

Evaluator's Signature ____________________ **Date** ____________

REPROGRAPHICS

DUTY REPROGRAPHICS

PERFORMANCE OBJECTIVE 95

TASK

Establish a cost-reduction program for copying and duplicating.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A cost-reduction program for copying must be established and implemented in the organization. Standards will be set by instructor.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Review of reprographics objectives and control procedures
List of cost data per copying machine
General organization guidelines

ENABLING OBJECTIVES

1. Demonstrate keyboarding skills
2. Identify basic goals of cost reduction programs

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 11 and 229-40.
2. Casady, **Word/Information Processing Concepts**, pp. 125-42.

TEACHING ACTIVITIES

1. Define reprographics objectives and control procedures.
2. List cost figures by machine.
3. Discuss organization's cost per copy with government and industry.
4. Establish goal for cost reduction.
5. Review tradition cost-reduction techniques.
6. Identify techniques which apply to conditions.
7. Conduct cost-reduction program.
8. Demonstrate report results to management.

PERFORMANCE OBJECTIVE 95

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion and from the list of requirements provided by the instructor, the student will establish a cost-reduction program for copying and duplicating .

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 95

CHECKLIST

ESTABLISHING A COST- REDUCTION PROGRAM FOR COPYING AND DUPLICATING

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Defined reprographics objectives and control procedures.		
2. Listed cost figures by machine.		
3. Discussed and compared organization's cost per copy with government and industry.		
4. Established goal for cost reduction.		
5. Reviewed traditional cost-reduction techniques.		
6. Identified techniques which apply to conditions.		
7. Conducted cost-reduction program.		
8. Demonstrated report results to management.		

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** ____________

DUTY REPROGRAPHICS

PERFORMANCE OBJECTIVE 96

TASK

Determine best copier selection for department.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A copier must be selected for a department, recommendation must consider copier specifications, costs and department needs.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Request for new copier
List of department heads
Catalogs and specifications from copier companies
Copier cost analysis form, if needed

ENABLING OBJECTIVES

1. Identify basic copier needs of office/company
2. Demonstrate keyboarding skills

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 11 and 229-40.
2. Casady, **Word/Information Processing Concepts**, pp. 125-42.

TEACHING ACTIVITIES

1. Describe a normal request for a new copier.
2. Discuss how to identify user needs.
3. List copier models which match user specifications.
4. Discuss comparing pricing plans and total cost projections.
5. Conduct research for reliability, environmental, quality, and productivity considerations, then physically inspected/operated better copiers.
6. Prepare copier cost analysis.
7. Select and recommend specific copier.

PERFORMANCE OBJECTIVE 96

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion and list of requirements provided by the instructor, the student will describe how to determine the best copier for a department.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 96

CHECKLIST

DETERMINING BEST COPIER SELECTION FOR DEPARTMENT

ACTIVITY	RATING ACCEPTABLE	 UNACCEPTABLE
1. Defined request for a new copier.		
2. Identified user needs.		
3. Listed copier models which match user specifications.		
4. Discussed comparing pricing plans and total cost projections.		
5. Conducted research for reliability, environmental, quality, and productivity considerations.		
6. Physically inspected several copiers for consideration.		
7. Prepared copier costs analysis.		
8. Selected and recommended specific copier.		

Student's Name ______________________________

Evaluator's Signature ____________________ **Date** ____________

DUTY REPROGRAPHICS

PERFORMANCE OBJECTIVE 97

TASK

Develop average cost per copy (CPC) for the organization.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

The average cost per copy (CPC) must be calculated from reprographic questionnaires to include total costs for copying and duplicating machines.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Reprographic questionnaires
Costs data on copying and duplicating machines

ENABLING OBJECTIVES

1. Identify procedures to calculate average cost per copy
2. Demonstrate keyboarding skills

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 125-42.
2. Casady, **Word/Information Processing Concepts**, pp. 125-42.

TEACHING ACTIVITIES

1. Describe how to process completed reprographics questionnaires.
2. Demonstrate how to calculate cost per copy (CPC) for various kinds of copy machines.
3. Discuss the steps used to prepare a CPC report for various copy machines.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will prepare average cost per copy (CPC) figures for the organization from a list of requirements provided by the instructor.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 97

CHECKLIST

DEVELOPING AVERAGE COST PER COPY (CPC) FOR ORGANIZATION

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Described the questionaire needed to determine CPC.	____________	____________
2. Demonstrated CPC for various copy machines.	____________	____________
3. Prepared CPC report for various copy machines.	____________	____________

Student's Name ____

Evaluator's Signature ______________________ **Date** __________

DUTY REPROGRAPHICS

PERFORMANCE OBJECTIVE 98

TASK

Identify and report reprographics costs.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

Reprographics costs must be identified and summarized in a report to management.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Account codes for various classes of reprographic equipment
Questionnaires used to collect cost estimates

ENABLING OBJECTIVES

1. Identify reprographic costs
2. Demonstrate keyboarding skills

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 11 and 229-40.
2. Casady, **Word/Information Processing Concepts**, pp. 125-42.

TEACHING ACTIVITIES

1. Describe developing and installing account codes covering the various classes of reprographic equipment.
2. Illustrate questionnaire to collect cost data.
3. Review summary of questionnaire to collect cost data.
4. Perform computing total costs.
5. Demonstrate preparing report to management.

CRITERION-REFERENCED MEASURE

Practical Application

Given class discussion, the student will identify and report reprographics costs from a list of requirements provided by the instructor.

PERFORMANCE OBJECTIVE 98

CRITERION-REFERENCED MEASURE (Continued)

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 98

CHECKLIST

IDENTIFYING AND REPORTING REPROGRAPHICS COSTS

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Described developing and installing account codes covering the various classes of reprographic equipment.		
2. Illustrated questionnaire used to collect cost data.		
3. Reviewed summary of questionnaire data.		
4. Summarized total costs.		
5. Described preparation of report to management.		

Student's Name ____________________

Evaluator's Signature ____________________ **Date** ____________

DUTY REPROGRAPHICS

PERFORMANCE OBJECTIVE 99

TASK

Develop and implement reprographics control procedure.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A reprographics control procedure must be implemented to include specific requirements for office/company equipment.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

Microcomputer
Software
Reprographics control procedures
Sample reprographics request form
General guidelines for office communications

ENABLING OBJECTIVES

1. Identify basic control procedures in reprographics
2. Demonstrate keyboarding skills

RESOURCES

1. Bassett, Goodman , Fosegan. **Business Records Control**, pp. 11 and 229-40.
2. Casady. **Word/Information Processing Concepts**, pp. 125-42.

TEACHING ACTIVITIES

1. Describe a reprographics control procedure.
2. Illustrate the design for a reprographics equipment request form.
3. Review and evaluate all requests submitted on the control form.
4. Discuss maintaining a file of all request forms by department.
5. Explain maintaining an inventory of all reprographic equipment in use.
6. Select reprographic coordinators for each department.
7. Prepare published procedures.

PERFORMANCE OBJECTIVE 99

CRITERION-REFERENCED MEASURE

Practical Application

From a list of requirements provided by the instructor, the student will describe how to develop and implement reprographics control procedures.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 99

CHECKLIST

DEVELOPING AND IMPLEMENTING REPROGRAPHICS CONTROL PROCEDURE

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Described a reprographics control procedure.	____	____
2. Illustrated the design for a reprographics equipment request form.	____	____
3. Evaluated all requests submitted on the control form.	____	____
4. Explained maintaining a file of all request forms by department.	____	____
5. Selected reprographic coordinators for each department.	____	____
6. Described how to prepared written procedures.	____	____

Student's Name ______________________________

Evaluator Signature ____________________ **Date** ____________

DUTY REPROGRAPHICS

PERFORMANCE OBJECTIVE 100

TASK

Develop and publish a policy to control the acquisition and use of reprographics equipment.
(Perform task as appropriate for manual or automated records management.)

STANDARD OF PERFORMANCE OF TASK

A policy must be developed and written to control the acquisition and use of reprographics equipment. Standards of the policy will be set by the instructor.

SOURCE OF STANDARD

State of Pennsylvania Writing Team

CONDITIONS FOR PERFORMANCE OF TASK

General guidelines on the scope of policy coverage
Organization chart
Content and objectives of current reprographics policy

ENABLING OBJECTIVES

1. Identify uses of reprographics equipment
2. Demonstrate keyboarding skills

RESOURCES

1. Bassett, Goodman and Fosegan. **Business Records Control**, pp. 11 and 229-40.
2. Casady. **Word/Information Processing Concepts**, pp. 125-42.

TEACHING ACTIVITIES

1. Discuss the content and objectives of a proposed reprographics policy with interested management.
2. Define organizational scope of policy coverage.
3. Establish responsibility for administration of the reprographics program.
4. Assign responsibility for coordination of policy requirements.
5. Explain responsibility for interpretation of policy.
6. Describe how to document the following items within a policy.
    a. A requirement to control the acquisition, use, and disposition of reprographic equipment and supplies.
    b. A definition of reprographic equipment.
    c. A written procedure to control all requests to add, renew, modify, replace, eliminate, or transfer reprographic equipment.
7. Provide the draft policy to management for review.
8. Make comments to revise procedures.
9. Demonstrate publishing procedures.

PERFORMANCE OBJECTIVE 100

CRITERION-REFERENCED MEASURE

Practical Application

Using requirements provided by the instructor, the student will describe how to develop and publish a policy to control the acquisition and use of reprographics equipment.

Method of Evaluation

Observation by instructor using the checklist. All items must be rated acceptable.

PERFORMANCE OBJECTIVE 100

CHECKLIST

DEVELOPING AND PUBLISHING A POLICY TO CONTROL THE ACQUISITION AND USE OF REPROGRAPHICS EQUIPMENT

ACTIVITY	RATING	
	ACCEPTABLE	UNACCEPTABLE
1. Described the content and objectives of a proposed reprographics policy.		
2. Defined the organizational scope of policy coverage.		
3. Established responsibility for administration of reprographics program.		
4. Assigned responsibility for coordination of policy requirements.		
5. Explained responsibility for interpretation of policy.		
6. Identified within the policy:		
a. A requirement to control the acquisition, use, and disposition of reprographic equipment and supplies.		
b. A definition of reprographic equipment.		
c. A written procedure to control all requests to add, renew, modify, replace, eliminate, or transfer reprographic equipment.		
7. Provided a draft policy to management for review.		
8. Made comments to revise procedures.		
9. Demonstrated publishing procedures.		

Student's Name ____________________

Evaluator's Signature ____________________ **Date** ____________________

APPENDICES

APPENDIX A

DUTIES, TASKS, AND PERFORMANCE OBJECTIVES

APPENDIX A

TASK LISTS AND JOB TITLES

Duty and Task	Performance Objective/ Page Number
RECORDS MANAGEMENT - GENERAL	
Sell new records-related programs to top management	1/5
Prepare records management manual	2/8
Establish standards of clerical work production for records personnel	3/10
Educate personnel in other departments regarding the records management program	4/12
Sell new programs or systems to operating personnel	5/15
Hire records management personnel	6/18
Orient new employees to the total records management program	7/21
RECORDS ORGANIZATION AND EVALUATION PROCEDURES	
Organize a records retention committee	8/25
Prepare physical inventory of all records accumulations	9/28
Determine federal and state legal requirements for records retention	10/31
Determine administrative retention period for records	11/34
Establish records retention schedules	12/37
Identify archival company records for permanent storage	13/41
Maintain up-to-date records inventories	14/44
Plan the establishment and installation of new records series	15/48
Evaluate the effectiveness of the records program	16/51
Maintain records retention schedules	17/54
Implement new records programs or systems	18/58
Plan and organize new records programs or systems	19/61
ACTIVE RECORDS	
Code records for filing	20/65
Cross reference records	21/68
Sort records for filing	22/71
File records	23/74
Retrieve records from files in an office	24/77
Prepare out guides for records taken temporarily from files	25/80

Duty and Task	Performance Objective/ Page Number
Charge-out records upon request	26/83
Follow-up overdue records	27/85
Use card file system to aid in finding records	28/88
Complete records transfer list according to company manual	29/90
Train new employees in files operations	30/94
Develop a user index of active files	31/97
Audit files operations	32/100
Formulate and establish filing procedures	33/103
Determine the "best" filing system	34/106
Determine security requirements for the handling and storage of classified records	35/109
Establish filing methods for active records	36/112
Reorganize files for which you are responsible	37/115
Write filing procedures manual	38/118
Determine standards for storage equipment and supplies	39/121
Review the need for new filing equipment	40/125
Recommend equipment and supplies for filing	41/128
Determine arrangement of office area and equipment	42/131
INACTIVE RECORDS	
Retrieve records from storage outside the office	43/135
Supervise the destruction of records	44/138
Process records for destruction or disposition	45/141
Determine methods of disposition of records	46/144
Prepare records to be transferred from active files to inactive files	47/147
Develop written procedures for records transfers	48/150
Locate and design a records center for inactive records	49/153
VITAL RECORDS	
Develop a vital records policy	50/157
Select protection method for vital records	51/160
Identify vital records	52/163
Prepare a vital records schedule	53/166
Develop and implement a control system for the transfer, control, and retrieval of vital records	54/169
Establish a vital records facility	55/172
Conduct compliance audit of vital records control system	56/175

Duty and Task	Performance Objective/ Page Number
MICROGRAPHICS	
Determine type of microform to be used	57/179
Establish procedures to be used in microfilming	58/182
Determine the need for computer output microfilm	59/185
Supervise the micrographics production center	60/187
Train personnel in microfilming techniques	61/190
Formulate and establish reference service procedures for microfilmed records	62/193
Establish microfilm-control indexing systems	63/196
Determine in-plant or service bureau microfilming needs	64/199
Prepare a microfilm feasibility study	65/202
FORMS CONTROL	
Establish criteria to determine what is a business form	66/206
Design a new form	67/209
Determine the quality of paper, size,and type to be used for forms	68/212
Develop instructions for the completion of forms	69/215
Process request for a new form and update forms control records	70/217
Install functional and numeric form files	71/220
Recommend a new form design be implemented	72/222
Establish channels for the distribution of forms	73/225
Maintain functional forms file	74/228
Write policy and procedures manual concerning the use of forms	75/231
Analyze forms design for purpose of improving, combining, or eliminating forms	76/234
CORRESPONDENCE CONTROL	
Train personnel in letter-writing techniques	77/238
Establish standards and guides in letter writing	78/241
Proofread correspondence	79/244
Determine and analyze costs of paperwork activities	80/247
Indicate routing of records	81/250
Establish procedures for the distribution of mail	82/253
Standardize format of memoranda	83/256

Duty and Task	Performance Objective/ Page Number
Improve the format of letters	84/259
Group records for similarity of processing	85/262
Establish quality controls for correspondence	86/265
Decide on follow-up method for correspondence needing further attention	87/268
Develop form letters	88/270
REPORTS CONTROL	
Write policy and procedures manual for reporting system	89/274
Establish system used in classifying reports	90/277
Establish functional index for reports	91/280
Analyze reports for the purpose of determining need	92/283
Inventory and control existing reports	93/286
Manage the creation and use of directives or written records management procedures	94/289
REPROGRAPHICS	
Establish a cost-reduction program for copying and duplicating	95/293
Determine best copier selection for department	96/296
Develop average cost per copy (CPC) for organization	97/299
Identify and report reprographics costs	98/301
Develop and implement reprographics control procedure	99/304
Develop and publish a policy to control the acquisition and use of reprographics equipment.	100/307

APPENDIX B

DEFINITION OF TERMS

APPENDIX B

DEFINITION OF TERMS

A number of terms frequently used in this guide may be unfamiliar to the reader; others may be familiar, but in the context of this handbook have been assigned special meanings.

AFFECTIVE.
Skills which emphasize an attitude, feeling, emotion, or degree of acceptance and rejection.

CATALOG.
A comprehensive collection of performance objectives, performance guides, and related data developed in a specific domain.

CBVE (COMPETENCY-BASED VOCATIONAL EDUCATION).
A methodology of instruction that (a) identifies the abilities and skills needed for on-the-job performance; (b) informs students and teachers of the precise and detailed learning objectives required to achieve these competencies; (c) emphasizes performance standards in testing, course requirements, and/or graduation; and (d) facilitates learning by letting each student master the tasks prior to advancing to another.

CHECKPOINT.
A point in the development of the V-TECS product when material must be sent to V-TECS central office for quality review.

CIP (CLASSIFICATION OF INSTRUCTION PROGRAM) CODE.
A code developed by the U.S. Office of Education to identify a specific cluster of related jobs for training program identification.

COGNITIVE.
Skills which emphasize the recall of knowledge and development of intellectual abilities.

COMPETENCY.
The ability (including knowledge, skills, and/or attitudes) to perform a specific task or duty successfully.

CONDITIONS.
Describes the situation for competent task performance, including tools and equipment to be used, and limitations under which the tasks will be performed.

CONSORTIUM.
A group of state agencies, institutions, or other entities which have been legally constituted through letters of commitment, agreements, or by assignment of higher authorities to work together toward the solution of problems in education. A consortium, for the purposes of this work, must have membership from autonomous agencies and institutions which cut across state boundaries as they attempt to solve problems or meet goals.

CRITERION-REFERENCED MEASURES.

An evaluative procedure used to determine if a student has mastered a performance objective.

CROSS-REFERENCE TABLE.

A table that identifies the relationship among duties and tasks found in the occupational inventory and the performance objectives in the final catalog. Also noted are percentages of incumbents performing the tasks by D.O.T.

CURRICULUM GUIDE.

An instructional resource developed from a V-TECS catalog to guide CBVE for an occupation.

DICTIONARY OF OCCUPATIONAL TITLES (D.O.T.).

A document published by the U.S. Department of Labor, Employment and Training Administration. This publication groups occupations into systematic occupational classification structures based on interrelationships of job tasks and requirements.

DISTRACTOR.

An incorrect response to a multiple-choice or true/false test item.

DOMAIN (OCCUPATIONAL DOMAIN).

A group of job titles that are related on the basis of required skills and knowledge.

D.O.T. CODE.

A nine-digit number used to identify a specific job within a given calendar year.

DUTY.

A cluster of related tasks performed by incumbent workers in an occupational domain.

ENABLING OBJECTIVE.

An objective related to background knowledge or skills that are prerequisite to the mastery of a given task.

FIELD-TEST.

The process of using and refining drafts of V-TECS materials for the purpose of identifying content errors or technical problems.

GUIDE SHEET.

Instructional information including the duty, performance objective, task, performance of standard, survey of standard, conditions for performance of tasks, enabling objectives, resources, teaching activities, criterion-reference measures, and performance guide.

JOB.

A group of tasks performed by a job incumbent.

JOB INCUMBENT.

An individual who is currently employed in an occupation.

OCCUPATIONAL ANALYSIS (Task Analysis).
The process of reviewing elements of a job for the purpose of improving training program content across program levels of vocational-technical education.

OCCUPATIONAL INVENTORY(Task Inventory Booklet).
A survey instrument listing tasks performed and tools and equipment used by job incumbents in an occupational domain.

OCCUPATIONAL SURVEY.
The procedures for collecting data to identify the duties and tasks that comprise one or more jobs, job types, or career field ladders for the collection and analysis of information concerning such duties.

O.E./CIP CODE.
A code developed by the U.S. Office of Education to identify a specific cluster of related jobs for training program identification.

PERFORMANCE-BASED INSTRUCTION.
Instruction which required the learners demonstration of specific competencies. The desired abilities are selected before the instruction is described and are clearly defined as observable performance objectives.

PERFORMANCE CHECKLIST.
A list of performance steps derived from the performance guide to record acceptable or unacceptable performance of each step of a task.

PERFORMANCE GUIDE (PG).
A series of steps required for performance of a task arranged in the sequence ordinarily followed.

PERFORMANCE OBJECTIVE (PO).
A statement, in precise measurable terms, of a particular behavior to be exhibited by a learner under specified conditions, including a standard of performance.

PSYCHOMOTOR.
Skills which emphasize manipulation of material or tools.

QUALITY REVIEW.
A review of content by V-TECS staff or designated representative to examine quality of content, format, and style of V-TECS product(s).

RESOURCES.
Materials which are used to develop instruction and/or learner-specific objectives.

SOURCE OF STANDARD.
A person or origin from which the information establishing the standard is received.

STANDARD.
The criteria used to determine if a task has been successfully or unsuccessfully performed.

STATE-OF-THE-ART REFERENCE.

Current materials from which information or resources can be found to facilitate instruction.

STATE-OF-THE-ART (SOA) STUDY.

Research conducted to determine the current status of performance-based instructional materials and practices in the domain area under study and to obtain other information that might be useful in catalog development.

SUBJECT-MATTER EXPERT.

A highly experienced person(job incumbent instructor) who assists in identifying task performance steps, skills, and knowledge necessary to perform the job.

TASK.

A unit of work activity which constitutes logical and necessary steps in the performance of a duty. A task has a definite beginning and ending point in its accomplishments and generally consists of two or more definite steps.

TASK ANALYSIS.

The process of reviewing elements of a job for the purpose of improving training program content across program levels of vocational technical education.

TASK CRITICALITY.

That aspect of a task statement which makes its accomplishment crucial to the acceptable performance of a worker or student.

TASK LIST.

A list of tasks performed by incumbents in a specific occupation domain.

TEACHING ACTIVITIES.

Methods and/or procedures for delivering instructional content to students.

TEST-ITEM BANK.

A collection of criterion-referenced test items coded for input and retrieval by computer or manual methods.

VALIDATION.

The process of assuring that all aspects of an occupational.task analysis identifies the skills, knowledge, and attitudes performed in the occupation.

VERIFICATION.

The procedure of collecting data to substantiate an existing product; for example, task list verification.

V-TECS.

An acronym representing: Vocational-Technical Education Consortium of States; 765 Peachtree Street, N.E., Atlanta, Georgia 30365.

V-TECS CATALOG.

An incumbent-based description of the duties, tasks, performance objectives, performance guides, and related data in a specified occupation.

WORKING CONDITIONS.

The atmospheric and environmental conditions under which a worker performs a specific job.

WRITING TEAM.

A team of people representing instructors with subject matter expertise; persons having knowledge and experience in developing criterion-referenced measures; local or state supervisors in the domain being developed; workers and supervisors of incumbent workers whose function is to analyze occupational data and develop performance objectives for specific D.O.T. areas.

APPENDIX C

EQUIPMENT AND TOOLS

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EQUIPMENT AND TOOLS

Equipment/Tools Needed

Aperture Cards
Card Files
Computer Output Microfilm
Computer Output Microfilm Recorder
Copiers
File Folders
File Guides
Flowcharting Template
Lateral Files
Legal-size File Cabinets
Letter-size File Cabinets
Magnetic Tape Files
Microcomputer
Microfiche
Microfilm
Microfilm Jackets
Microform File Drawers
Microform File Trays/Bins
Open-shelf Files
Planetary Camera
Reader
Reader-Printer
Rotary Camera
Rotary Files
Software
Sorter
Storage Boxes
Tickler Files
Transfer Cases
Vaults
Vertical Card Files
Visible Card Files

APPENDIX D

BIBLIOGRAPHY

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RECORDS MANAGEMENT BIBLIOGRAPHY

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